

Johnnie Johnson
HOUSING



living longer, living better



ESG REPORT 2022/2023

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FOREWORD FROM YVONNE CASTLE

A warm welcome to our 2022/23 Environmental, Social and Governance (ESG) Report.

This is our second ESG report and we hope it sets the scene for what we have achieved over the last 12 months, as well as demonstrating our commitment to support both our residents and the communities in which they live, work and play.

We were proud to be an early adopter of the sector's Sustainability Reporting Standard, which underpins this ESG report. And we recognise the need for standardising and harmonising this approach across the housing sector.

ESG reporting is much more than a set of metrics, or a reporting framework, it is a language that helps us communicate outcomes and the positive impact we have, as a housing provider, on society, the economy and the environment. Through this report, we can therefore demonstrate what it is Johnnie Johnson Housing stands for.

As a housing provider we have a strong social purpose where our customer's voice plays a vital part in us shaping the services we offer, as well as being committed to playing our role in tackling climate change, creating energy efficient homes and reducing our impacts on the environment around us.

And with ESG underpinning everything we do, I hope this report helps to demonstrate how we are meeting the demands of our residents and their communities, whilst pushing ourselves to deliver more.

This report continues our ESG story and provides us with a strong basis to move forward.



Yvonne Castle,
CEO Johnnie Johnson Housing



UNITED NATIONS DEVELOPMENT GOALS

The United Nations Sustainable Development Goals (SDGs) are a set of common global goals that demand investors, government, business and society to do more to end poverty, protect the planet, improve inequalities and spur economic growth.

Throughout our ESG report you will see we refer to these goals and what we as an organisation, are doing to help reach these development goals, one step at a time.



A YEAR AT A GLANCE

The last few years have presented us with many challenges but despite these, we have met our objectives in many areas. Here are some of our highlights from the last 12 months:



4 out of 5

was the rating given by residents on how satisfied they were with the services provided by Johnnie Johnson Housing.

*Rant and Rave, our new satisfaction software uses a score of 1-5, with 5 being the highest possible score.

Our Customer Satisfaction (CSAT) scored (out of five) from 1 April 2022 to 31 March 2023 are:



4

Overall satisfaction score



4

Repairs Services



4.4

End of Tenancy



3.5

Estate Services



4.6

New Tenancy

Since April 2023 we have been conducting the Social Housing Regulators 'Tenant Satisfaction Measures' consultation which consists of 12 questions which provides resident perception feedback on different services provided by Johnnie Johnson Housing. These will be reported from April 2024 onwards.

SOCIAL

Affordability and security:

This theme seeks to assess the extent to which we provide long term homes that are genuinely affordable to those on low incomes.

The table below shows the average asset rent by Local Authority for Johnnie Johnson Housing residents, which is then compared to the Local Housing Allowance (LHA) cap.

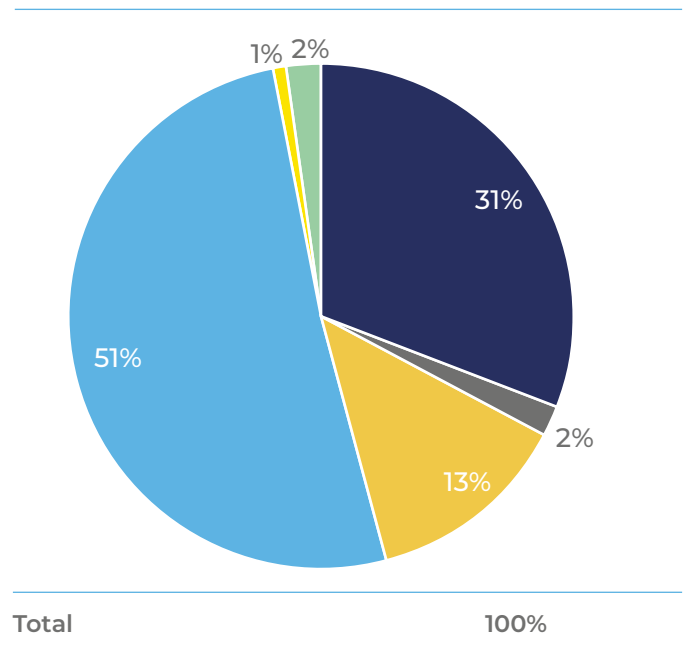
The LHA cap is the maximum amount that residents can claim in Housing Benefit or Universal Credit from the Local Authority. Johnnie Johnson Housing’s rent is then shown as a percentage of the LHA cap. Anything over 100% indicates that the resident would potentially have an amount of rent to self-fund.

Row Labels	Average of 2022_23 Asset Rent	Average of LHA Cap 2022_23	Average of JJH Rent as a % of LHA Cap
Bolton and Bury	75.04	91.93	81.66
Bradford & South Dales	85.24	86.58	98.87
Central Greater Manchester	80.93	140.86	57.44
Chesterfield	71.98	90.20	79.76
Doncaster	92.65	101.12	91.70
Durham	80.09	76.26	105.16
East Cheshire	108.51	130.09	84.50
Greater Liverpool	70.12	92.50	75.80
Kirklees	92.30	104.44	88.85
Lancaster	78.03	97.10	80.34
Northumberland	81.98	88.43	92.93
Nottingham	73.73	108.68	67.85
Oldham & Rochdale	78.85	92.52	85.23
Rotherham	82.22	92.00	89.36
Sheffield	86.88	115.41	74.81
Southern Greater Manchester	89.42	132.93	67.70
Stevenage & North Herts	99.86	166.85	59.88
Tameside & Glossop	80.25	96.66	82.84
Tyneside	83.54	103.10	81.23
Grand Total	84.73	110.05	79.34

Total units owned - 2022/2023

General Needs - social rent	1,553
General Needs - affordable rent	107
Low Cost Homes Ownership	663
Supported Housing	0
Supported - Housing for older people	2,550
Supported - Housing for older people - affordable rent	14
Intermediate Rent	42
Non Social Rented	0
Social Leasehold	79
Non Social Leased	0
Total	4,987

Percentage of units owned - 2022/2023



Share, and number, of new homes (completed in the last financial year), allocated to:

We have built 13 new homes in the last year, consisting of:



13

homes for affordable rent

SOCIAL

How is Johnnie Johnson trying to reduce the effect of fuel poverty on its residents?

Our homes and investment programme is based on up to date surveys of our homes, something which we refer to as our stock condition and is centred around an holistic approach to asset management, whereby scheme improvements will be maximised, completing as much work as possible, to not only improve customer satisfaction but to create value for money savings over the lifetime of the asset management strategy. The programme works on the principle of a fabric first approach, which prioritises energy efficiency and includes the aim to implement clean heat. Our stock condition lifecycle budget allows for the replacement of like for like heating systems. As a separate exercise, funding requirements have been modelled for the replacement of existing heating systems for renewable heating systems to achieve national carbon zero targets by 2050.

We recently provided our residents with information on fuel poverty through our voices publication and annual rent review documents. We always discuss fuel costs with residents as part of our affordability checks during the sign up process and ongoing tenancy reviews. The team secured a bulk fuel deal for Independent Living residents to combat energy price increases and SDHF Funding awarded along with match funding to improve thermal comfort to 60 homes.

What % of rental homes have a three-year fixed tenancy agreement (or longer)?

We don't offer 3-year fixed term tenancies. All our tenancies are fully assured with the exception of 453 tenancies, which are currently starter tenancies, and these will be converted to fully assured after a full 12 months.





Building safety and quality:

This theme seeks to assess how effective we are at meeting our legal responsibilities to protect residents and keep buildings safe.

What % of homes meet the Decent Homes Standard?



99.75%

of our homes comply with the Decent Homes Standard.

What % of homes with a gas appliance have an in-date, accredited gas safety check?



100%

of our homes have completed an accredited gas safety check.

What % of buildings have an in-date and compliant Fire Risk Assessment (FRA)?



100%

have an in date and compliant Fire Risk Assessment (FRA), which are completed annually.

We work on a risk matrix of 12/18/24 months for when FRAs are required.

Our method of carrying out surveys follows guidance from the Publicly Available Specification (PAS) documents and other areas including our Primary Authority. We undertake a full FRA every two years, alongside an annual review.



SOCIAL

Resident voice:

This theme seeks to assess how effective we are at listening to and empowering our residents.

Our residents are at the heart of everything we do. They are key to us being able to design and shape the services we offer. Through our Customer Performance team, we work closely with a group of engaged residents who scrutinise our decisions and help plan future outcomes.

What arrangements are in place to enable the customer to hold management to account for the provision of services?

There are multiple opportunities for residents to hold management, at all levels, to account including:

Resident Scrutiny Panel – The Resident Scrutiny Panel (RSP) work directly with the Audit and Risk Committee and Head of Governance, Risk and Assurance, the Scrutiny Panel looks in detail at Johnnie Johnson Housing services and makes recommendations for improvement. Since its launch, the group have undertaken several successful reviews. The Chair of Audit and Risk Committee attends Scrutiny Panel meetings at least twice per year. In 2020, given the pandemic restrictions the Panel commenced a series of 'Scrutiny Service Spotlights'; meeting with each Head of Service to assess their key documentation, and understand the service provision. Outcomes aim to improve the Panels understanding, enhance the relationship between the panel and Heads of Service, and ultimately identify learning outcomes to improve service provision and/or information for residents.

Regional Meetings – our meetings are held twice a year in each of our three regions – North West, North East and Yorkshire/Derbyshire. The meetings provide a chance for residents to have their say on key issues and hear from the Johnnie Johnson team on various business and departmental updates. The Chair and Vice Chair of each Regional meeting are residents, and hold Johnnie Johnson Housing to account on the actions from each meeting. The Chairs and Vice Chairs set and shape the agenda, so the meetings are really based on what they want to discuss and raise, rather than what we think our residents should be discussing. Since Covid, these regional meetings have been relaunched as a quarterly Digital Conference with all three regions present and similar agendas to the regional meetings. The Chairs agree the agenda beforehand with the Assistant Director of Customer and Neighbourhoods. Residents are asked if they would like to submit any questions prior to the Conference and all questions and answers are included with the notes, slide presentations and recording of the Conference. Our residents voices are still being heard.

Calendar of Engagement – Continuing the work from 2022, a 2023 Engagement Calendar which was planned, agreed and signed off with involved residents has been launched, demonstrating a mixture of in-person and online, including the regional meetings, workshops with key contractors such as Fortem and Tivoli, online digital conference and the Annual Resident Conference.

How does Johnnie Johnson measure customer satisfaction and how has it changed over the last three years?

A key part of Johnnie Johnson Housing corporate objectives is to provide 'Outstanding Homes and Services,' we want to provide choice and flexibility in all that we do. We endeavour to hear the voices of our residents in multiple ways demonstrated in monthly reporting to Executive, to ensure we gain feedback from a representative cross section of our residents and are listening to feedback to improve services.

Resident Satisfaction is a pivotal measure in Johnnie Johnson Housing services and the pilot 'Love Where You Live' as part of the Customer Service Offer, in 2022/23, we launched a dynamic, intuitive system which offers customer segmentation and analytics to drive performance.

We utilise Rant and Rave for service specific transactional surveys which currently covers:

- Planned Maintenance
- Repairs
- New Residents
- End of Tenancy
- Communal Cleaning
- Window Cleaning
- Complaints.

These outcomes create our aggregated score which has been in place for 2 years:

- April 2020 84%
- April 2021 81%
- April 2022-23 4 out of 5 stars

We are working to continually improve how we apply feedback from these surveys and from complaints outcomes, to inform future delivery.

We conducted a Tenant Satisfaction Measures baseline consultation in the last quarter of 2022/23, using a partner IFF Research, to understand residents perception of Johnnie Johnson Housing based on the 12 measures set by the regulator. This data will be used to drive performance improvement in 2023/24, working with additional customer feedback gained by bite-size assessments.

In 2023/24 we will also be delivering the Tenant Satisfaction Measures consultation on a rolling basis each quarter, to be submitted to the RSH by June 2024.

Our overall customer satisfaction score is a rating of 4 out of 5.

In the last 12 months, how many complaints have been upheld by the Ombudsman?

In the last 12 months, 6 complaints have been referred to the Housing Ombudsman and opened as investigations.

Two determinations have been found as the following:

- 3 counts of severe maladministration; in which we were asked to pay the customer £1800 compensation and a number of recommendations which have all since been implemented.
- 2 counts of no maladministration and 1 service failure where we were ordered to pay £250 compensation to the customer.

Following evidence provided, the Ombudsman determined one complaint wasn't in their remit to investigate due to the time taken to report; the issue in question dating back to 2017.

A further 3 complaints are currently with the Ombudsman for review and a decision.

We report on complaints on a monthly basis and this includes an assessment of lessons learned from each complaint where applicable utilising the approach of what went wrong, what did we do to put it right and how can we avoid this happening again. We are currently working on a system upgrade (due quarter 2, 2023/24) to ensure the complaints database can be more effectively utilised to record complaints that are moved from Stage 1 onwards and to hold colleagues to account and ensure visibility of lessons learned.



SOCIAL

Resident support:

This theme seeks to assess the effectiveness of the initiatives that we run to support individual residents.

What support services does Johnnie Johnson offer to its residents. How successful are these services in improving outcomes?

At Johnnie Johnson we offer a range of support services to our residents including:



Benefit and Money advice



Help with advice on energy efficiency



Anti-social behaviour support



Signposting to Mental Health services



Digital skills and confidence training and support



Signposting to domestic violence help and support services



Access to Astraline as standard for residents living in one of our independent living homes

The newly introduced wellbeing service aims to assist residents in improving their life outcomes and will be measured in 2023/24 through:

- Total number of engaged residents through activities (GL/LSE)
- Total number of engaged residents through activities (IL)
- Volume of funding received for residents
- Support Referrals received (all tenure)
- Resident Satisfaction

Residents as standard receive an enhanced housing management service which includes annual tenancy reviews this ensures that tenancies are sustained, individual needs are identified and residents are signposted to relevant external agencies/services.

Placemaking:

Placemaking seeks to highlight the wider set of activities that we undertake to create well-designed homes and places that meet local needs and provide great places for people to live and enjoy.

We continued to support Sheffield University and Liverpool John Moores University on a number of projects where they wanted to consult with a variety of residents and we facilitated and arranged the consultation events for:

- Dunhill Project
- Emergence (Care Robotics)

During 2022, Sheffield University asked for support in respect of a third research project: Technology-Enabled Living Labs for Ageing Better Project.

The Wellbeing team support residents through a person centered approach, mainly focuses on five key areas:

- Personal
- Social
- Health
- Financial
- Lifestyle

The Community Wellbeing Officers have supported a number of crucial place making activities over the past 12 months including:

- Establishing Friends of Groups (FRoGs) - With our partner, Equal Arts, we are setting up 'friends of groups' at a number of our Independent Living Schemes, initially across the East region.
- A number of taster activity sessions have been delivered to residents at a number of our Independent Living Schemes which have been received very well.

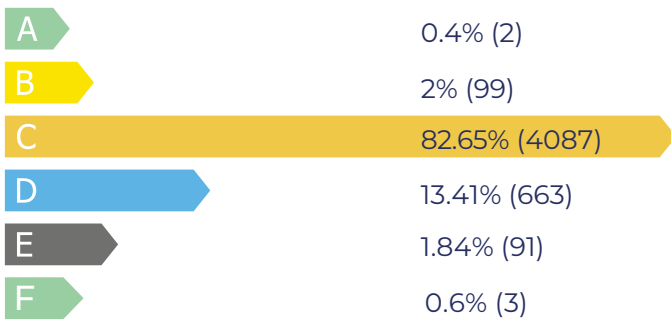
- We introduced a new service with 'Green Doctor' across all regions in February 2022. Green Doctors give people a helping hand in the home to save money and resources. Green Doctors are energy efficiency experts who provide free and impartial support to residents to help them to stay warm, stay well and save money on their household bills'.
- Intergenerational Activities where Brownies attended schemes throughout 2022/2023 and held events with residents.
- Christmas - School choirs attended a number of Independent Living Schemes over the Christmas period to sing to residents.
- Delivery of social value days, where the team worked with a number of contractors to deliver social value days to help and support residents: 'The Big Help Out', in preparation for the Kings Coronation and also holding Coronation Celebration events which helps to bring residents together and enjoy the 'tea-party' events.
- Using our data, Community Wellbeing Officers contacted 164 vulnerable residents to ensure they were registered on the priority services register in the event of expected power cuts etc.
- Contacting 115 residents regarding damp and mould repairs completed August 2022 - January 2023 to understand if the issues were resolved or if more works were required.

ENVIRONMENTAL

Climate change:

This theme seeks to assess how our activities are impacting on climate change, and how they are mitigating the physical risks of climate change.

Distribution of EPC ratings of existing homes (those completed before the last financial year).



13 properties

were completed in 2022-23 and all of these homes have an EPC rating of 'B'.

How are you tracking Scope 1, Scope 2 and Scope 3 greenhouse gas emissions?

We don't currently track this but will review this, once we have appointed a partner to aid the creation of a Decarbonisation Plan in 2022-23.

What energy efficient actions has Johnnie Johnson undertaken in the last 12 months?

Over the last 12 months we have undertaken retro fitting in some schemes installing renewable heating schemes to a small number of properties. Johnnie Johnson Housing will review this with the Partner appointed to aid the creation of a Decarbonisation Plan in 2022-23 which is now completed. We sought SHDF WAVE 2.1 funding which will allow 60 homes below EPC C rating to be completed over the next three years.

How is Johnnie Johnson mitigating climate risks?

We work closely with the Environment Agency and have a process in place. We aim to review this with the Partner appointed to aid the creation of a Decarbonisation Plan in 2022/23, which will feed into operational plans for 2023/24.

Does Johnnie Johnson give residents information about correct ventilation, heating, recycling etc?

Yes, we have a range of materials available to our residents which offer advice and guidance. On sign up, all new residents receive a welcome pack which includes information about their tenancy as well as help and guidance on various topics.

We also use our regular resident magazine, Voices as a platform to communicate these important topics to our residents. All information is condensed and added to our website and online resident portal. Our neighbourhoods team work closely with residents to provide information about the effective use of heating and ventilation. We have also completed a round of communications with residents around improving ventilation and damp and mould and ensuring this is managed along with our Heating contractor ensuring residents know how to use their heating at their annual gas service.

ENVIRONMENTAL

Ecology:

This theme seeks to assess how we protect the local environment and ecology.

How is Johnnie Johnson increasing green space and promoting biodiversity on or near homes?

We are working very closely with a specialist consultant to devise our Decarbonisation Plan. Our new plan will outline our approach to tackling climate change, increasing green spaces and looking at how we can reduce our environmental impact. The plan includes identifying the decarbonisation targets of the relevant local authorities to determine scenario target setting regionally and feed into the stock modelling, as well as our new build properties. We will then set out a time line to ensure we are doing all we can to tackle these issues head on.

Does Johnnie Johnson have a strategy to actively manage and reduce all pollutants?

We have identified a clear decarbonisation strategy, fabric first approach using retrofit measures to actively reduce Co2 emissions. We will move towards an EPC rating of band C across our portfolio, with a possible net zero carbon ambition across the business.

Resource management:

This theme seeks to identify the extent to which we have a sustainable approach to materials in both the construction and management of our properties.

Does Johnnie Johnson have a strategy to use or increase the use of responsibly sourced materials for all building works?

Within our strategy, we will continue to cover this in our procurement process, within our quality questions, however as materials are at a premium, this will become more challenging. Our decarbonisation review covered overall corporate emissions including transmission and distribution, colleague commuting, business travel, waste, and recycling. As well as purchased goods and services, which enabled us to further understand where sustainability can be achieved.

Does Johnnie Johnson have a strategy for waste management incorporating building materials?

As part of our strategy we require ecology accreditations of our providers, and seek to implement both national and local measures for waste reduction. On each development, contractors waste management procedures are assessed, and copies are saved. Our contractor on a recent development recycled 95% of their waste.

Does Johnnie Johnson have a strategy for good water management?

We are reviewing this as part of our Decarbonisation Plan. Currently on each development, contractors water management procedures are assessed, and copies are saved. We aim to furtherdevelop this plan in conjunction with our partner contractors.



GOVERNANCE

Structure and governance:

This theme seeks to assess our overall structure and approach to governance.

Is Johnnie Johnson registered with a regulator of Social Housing?

Yes, we are, Johnnie Johnson Housing Trust Limited (JJH) is a not-for-profit organisation and we operate across northern England, with our head office based in Cheadle Cheshire, as well as having other bases for our colleagues to work from in both Rotherham and within the North East.

We are an exempt charity registered with the Financial Conduct Authority as a Co-operative and Community Benefit Society registration number 19198R. And in addition, we are a registered provider of social housing with the Regulator for Social Housing (RSH) registration number L1231.

Additionally, we also have three subsidiaries organisations which are part of Johnnie Johnson Housing and these are named:

- Johnnie Johnson Housing Developments Limited
- Astraline JJ
- Astraline TEC

What is Johnnie Johnson's most recent viability and governance regulatory grading?

Following our last in-depth assessment in 2022 by the Regulator for Social Housing (RSH), we had retained the highest rating of Governance: G1 and Viability: V2.

Which code of Governance does Johnnie Johnson follow?

We adopted the National Housing Federation's (NHF) Code of Governance in 2020.

Is Johnnie Johnson a not-for-profit organisation?

Yes, we are a not-for-profit organisation. The Trust's share capital has been raised by the issue of shares. Each share has the nominal value of one pound, and it carries no right to interest or bonus. Shares are non-withdrawable, and we operate a semi-closed shareholding membership.

Existing shareholders will remain as shareholders as long as they meet the eligibility criteria of our shareholding policy. Our policy will result in additional shareholders being limited to current Board Members and the Chair of the Scrutiny Panel over time. Following our Annual General Meeting (AGM) on 27th September 2022 we had 19 active shareholders.

Explain how Johnnie Johnson's Board manages organisational risks.

We are a registered provider of social housing, and we are regulated by the Regulator for Social Housing (RSH) and as a regulated organisation we must comply with the RSH's regulatory framework. These standards include the Governance and Financial Viability standard which sets out various requirements around risk and this is reviewed by the RSH as part of their in-depth assessment, which we undertaken in 2020.

We also manage our day-to-day operational risk through our Risk Management and Internal Control Framework which is integrated into everything we do and is also supported by regular and robust reporting to Executive, our Audit and Risk Committee and our Board.

Has Johnnie Johnson been subject to any adverse regulatory findings in the last two months?

No, we have not been subject to any adverse regulatory findings.

GOVERNANCE

Board and trustees:

The theme seeks to assess the quality, suitability and performance of the board and trustees.

What are the demographics of the Board? And how does this compare to the demographics of Johnnie Johnson's customer, and the areas that they operate in?

Our Board:



31%

of our members are women



15%

of our members are from a ethnic minoritised background



0%

of our Board have reported a disability



58

is the average age of our Board members



3.68

years is the average tenure of our Board members

Our Residents:



54%

of our residents are women



4%

of our residents are from a ethnic minoritised background



13%

of our residents have reported a disability



55

is the average age of our residents



What % of the Board and management team have turned over in the last two years?

Our Board comprises of up to 12 members, we currently have 9 in post. Over the last 12 months, two Board members have stepped down and have replaced by new members and one Board member resigned. This equates to a 23% turnover from our Board.

Our management team has seen one colleague leave us in the last 12 months, and this was as a result of a redundancy.

Is there a maximum tenure for a Board member? If so, what is it?

At Johnnie Johnson we have adopted the National Housing Federation's Code of Governance, and this stipulates that the maximum tenure for a Board member is six years.

What % of the Board are non-executive directors?

100%. All 9 of our Board members are non-executive Board members

How many Board members on the Audit and Risk Committee have recent and relevant financial experience?

We have four members of the Audit and Risk Committee (ARC) who have recent and relevant financial experience, including one Chartered Accountant with over 25 years in professional practice.

Are there any current executives on the Remuneration Committee?

No, we don't have any current executives sitting on our Remuneration Committee.

Has a succession plan been provided to the Board in the last 12 months?

Yes, our Board were presented with a succession plan in June 2022.

For how many years has Johnnie Johnson Housing's current external audit partner been responsible for auditing the accounts?

Seven years, our Audit and Risk Committee carry out an effectiveness review annually. The service, will be retendered in 2023 in line with our Financial Regulations for the business year 2023-24.

When was the last independently-run, Board effectiveness review?

External Consultant Altair undertook a Governance Review, including Board Effectiveness in 2018. Altair then conducted an implementation review in July 2020. It is standard practice for us to undertake an external review every 3-5 years, the next one will take place in 2023-24.

Are the roles of the Chair of the Board and CEO held by two different people?

Yes, our Chair of the Board is Sue Lock, and our CEO is Yvonne Castle.

How does Johnnie Johnson handle conflicts of interest at the Board?

All of our Board members are required to confirm any declarations of interest on an annual basis. If there are any changes in a Board member's interests during the year, those changes are notified to the Company Secretary and their declaration is updated to reflect these changes.

At the start of every Board and/or Committee meeting, we also provide an opportunity for any conflicts of interest to be noted.

ENVIRONMENTAL

Colleagues wellbeing:

This theme seeks to assess how colleagues are supported and how their wellbeing is considered.

Does Johnnie Johnson pay the Real Living Wage?

We have paid the Real Living wage to all our colleagues from April 2022 and we are currently seeking the Real Living Wage accreditation. .

What is the gender pay gap?

For 2022 our mean average is **2.3%**. As we fall below the reportable threshold, we do not need to report our gender pay gap average. We report the figure annually to our Nomination and Remuneration Committee.

What is the CEO-worker pay ratio?

We do not need to report on CEO-worker pay gap, as we fall below the reportable threshold of 250 colleagues. We have completed the calculations for this first time. At 50 percentile our CEO-worker pay ration is 6:1, this very low in comparison to the UK median average. Reported in August 2022, The High Pay Centre has collected data, with the TUC, from 2021, and the from the FTSE 100 the median CEO worker pay ratio was 109:1 and the FTSE 250 it was 55:1; thus showing our median CEO-worker pay ratio being very low. There is currently no accessible data to compare within the housing sector.

How does Johnnie Johnson support the physical and mental health of their staff?

We are committed to taking an active approach on wellbeing to attract, recruit, retain, develop and engage our colleagues. We provide our colleagues with a selection of benefits including:



An Employee Assistance Programme (EAP) with 24-hour counselling access, this is also available in some instances to family members as well)



Mental Health awareness training



Mental Health first aid training (accredited by the Mental Health Foundation)



Wellbeing activities throughout the year, focusing on physical and mental health topics



Organised wellbeing events, such as mindfulness sessions and external speakers



Access to an external Occupational Health (OH) provider, who work with our leaders to support colleagues with their health matters , including physiotherapy sessions to help with back conditions, which may be contributed to by working virtually/online.



An enhanced sick pay scheme which increases with length of service.



A benefits platform for all colleagues to access to receive discounts and reduced costs to health providers including medical insurance.

What is the average number of sick days taken per colleague?

- Average hours lost per FTE (full-time equivalent) (for all sickness) is 7.94 hours per annum
- Average hours lost per FTE, excluding long term sickness is 3.75 hours per annum

Supply chain management:

This theme seeks to assess if we procure responsibly.

How is Social Value creation considered when procuring goods and services?

We recognise that many of the goods and services we procure have a direct impact on our residents, which is why being able to demonstrate tangible Social Value outcomes for our residents is so important to us.

Social Value was a key element in the procurement of our Integrated Asset Management Contract (IAMC) with Fortem, our repairs and maintenance partner. As part of the contract with Fortem, we have been provided with a Social Value Manager to ensure we are always adding value for both our customer and the business throughout the lifetime of the contract. Under the social value element of the IAMC contract, Fortem have undertaken the following activity:

- 11 community actions days
- 6 work experience placement
- 10 tenancy sustainability 'house a home' days
- Over 1100 hours of volunteering

Providing a total investment of over £36,000*
*investment figure includes volunteer time, materials and apprentice mentor time (calculated at £30 per hour)

Fortem also support our 'Winter Blues Campaign' for customers through the Winter months.

How is environmental impact considered when procuring goods and services?

As part of the procurement process the quality questions that form part of the scoring, larger tenders are weighted 60% quality and 40% price.

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