



Johnnie Johnson Housing and Astraline

Annual Report
2022/2023

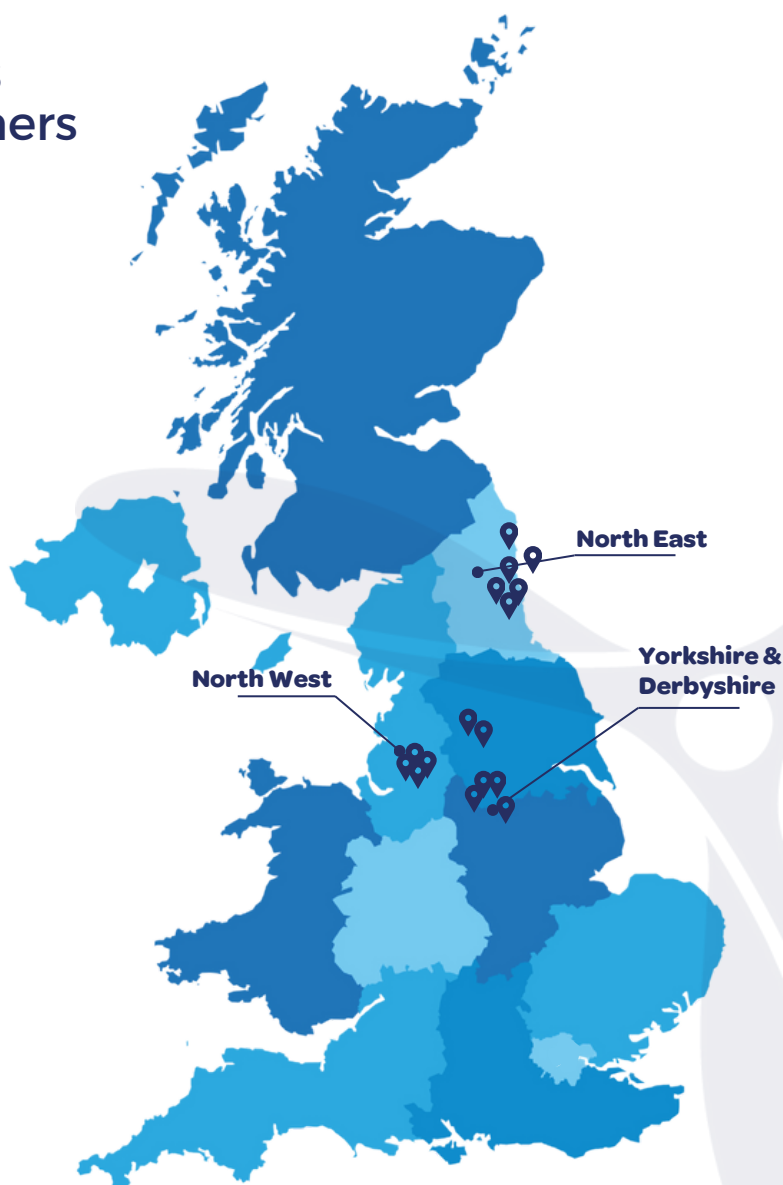


Welcome to our Annual Review for 2022-2023

Our vision is clear. We aim to deliver outstanding homes, services, people and value for money to all of our residents.

We hope that you find our review of the year an opportunity to see how we have continued to adapt to change and put our customers at the heart of everything we do.

- 4,987 homes
- 7897 customers





Outstanding Homes

We built 13 new homes and invested over £3.7 million into our existing homes, which enabled us to:

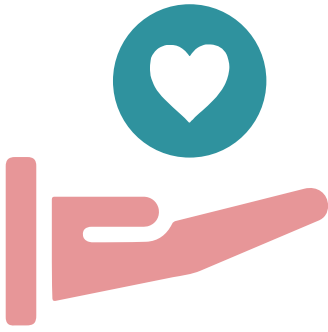
- Fit 35 kitchens
- Fit 46 bathrooms/wet rooms
- Install 415 fire doors and make improvements to 1521 fire doors
- Invest over half a million pounds in fire compartmentation works
- Support customers living in our homes with over £36,000 of adaptations to help them retain their independence.
- Install new heating in 43 homes

We also retained 100% compliance, with all homes having a completed and accredited gas safety check and fire risk assessment.



New developments in Cheshire





Outstanding Services

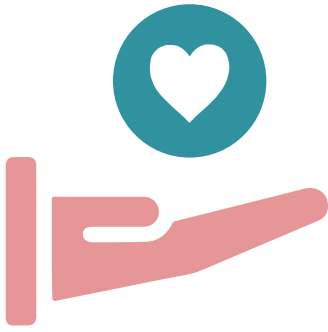
We reviewed our offer to ensure we are doing best what matters most for customers.

- Overall 4 out of 5 of our customers are satisfied with the services provided
- 4 out of 5 were happy with the Repairs Service they received
- 4.6 out of 5 of our customers where satisfied with the process of moving into their new home
- 3.5 out of 5 said they were satisfied with the Estates Services we provided
- 4.4 out of 5 were satisfied with our end of tenancy process, when leaving their homes.

We delivered over 290 events and 2,700 customers engaged with us.



Amy, Wellbeing Officer with residents at Boulmer Court in Durham

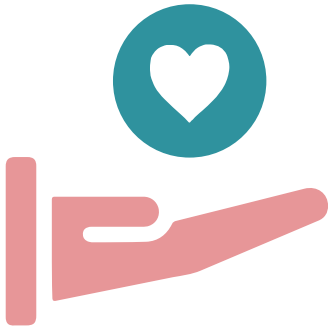


Within the year our Money Advice Team completed 378 welfare cases and we helped those customers gain access to a total of £349,432.02.



Joanne, Money Advisor with residents at Hornchurch House in Manchester

We supported customers and tackled anti-social Behaviour (ASB) within our communities and recorded 166 cases during the year. We developed and launched a new ASB database and process, to improve the service residents received when raising an ASB case, which see's improved communication for residents, keeping them informed of their ongoing cases.

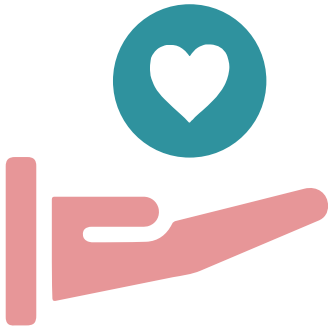


We received 755 complaints, of which 35.6% were solved informally at first point of contact.

In 2023/24 we are developing and launching a new Complaints database, to improve the service residents receive when raising a complaint, with the aim of improved communication and resolutions.

As part of the Housing Ombudsman Complaint Handling Code our self-assessment is now available on our website.



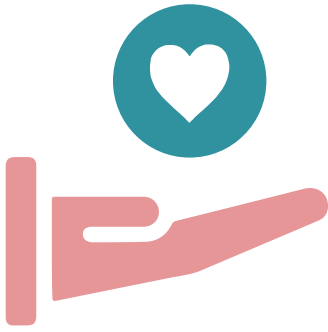


From April 2023 we began conducting the Social Housing Regulators 'Tenant Satisfaction Measures' (TSM) consultation which consist of 12 questions which provide resident perception feedback on different services provided by JJH.

In February 2023 we ran a baseline TSM consultation, to understand resident's views and have been using that feedback to make improvements to services based on our resident's voice.



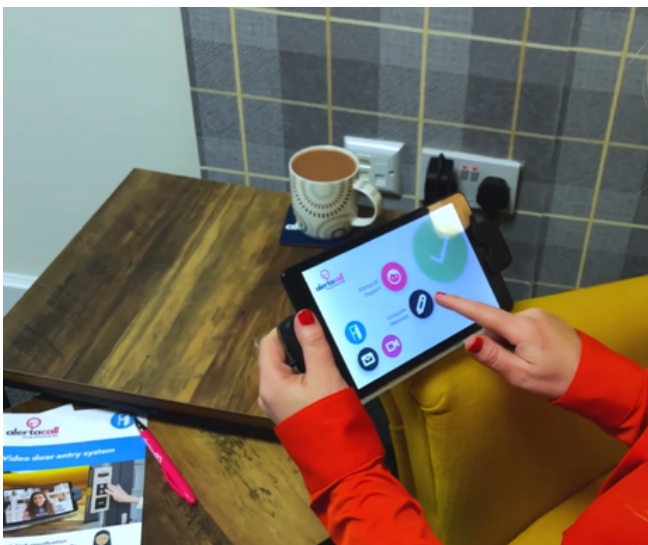
TSM Resident information session at Spey House in Stockport



In 22/23, we took on a Digital Engagement Coach to enable us to provide more digital skills support for our residents.

They have spent their time travelling to all three regions, providing help to our residents on the Portal, email, online security, and general web browsing.

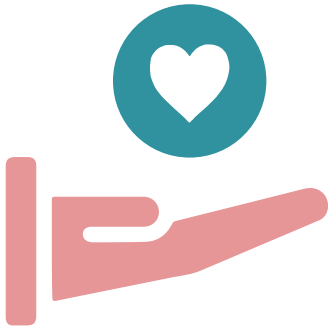
We also supported the installation of our first digital Well Connected system at Derwent Court in Lancaster through training residents.



New digital well-connected system



Jack, Digital Coach supporting residents



We have also increased registrations for new residents on our Portal and refined the registration process to make it even easier for our residents to get setup.

As of 31 March 2023, we have 1000 registered users of our resident Portal, a 40% increase on where we were on 1 April 2022.



Digital Drop-in sessions allow us to support residents in digital skills and portal access

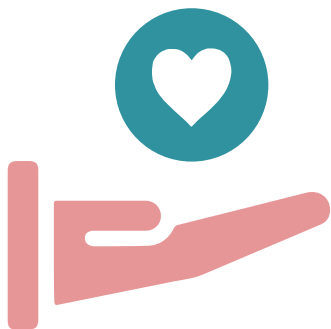


Outstanding People

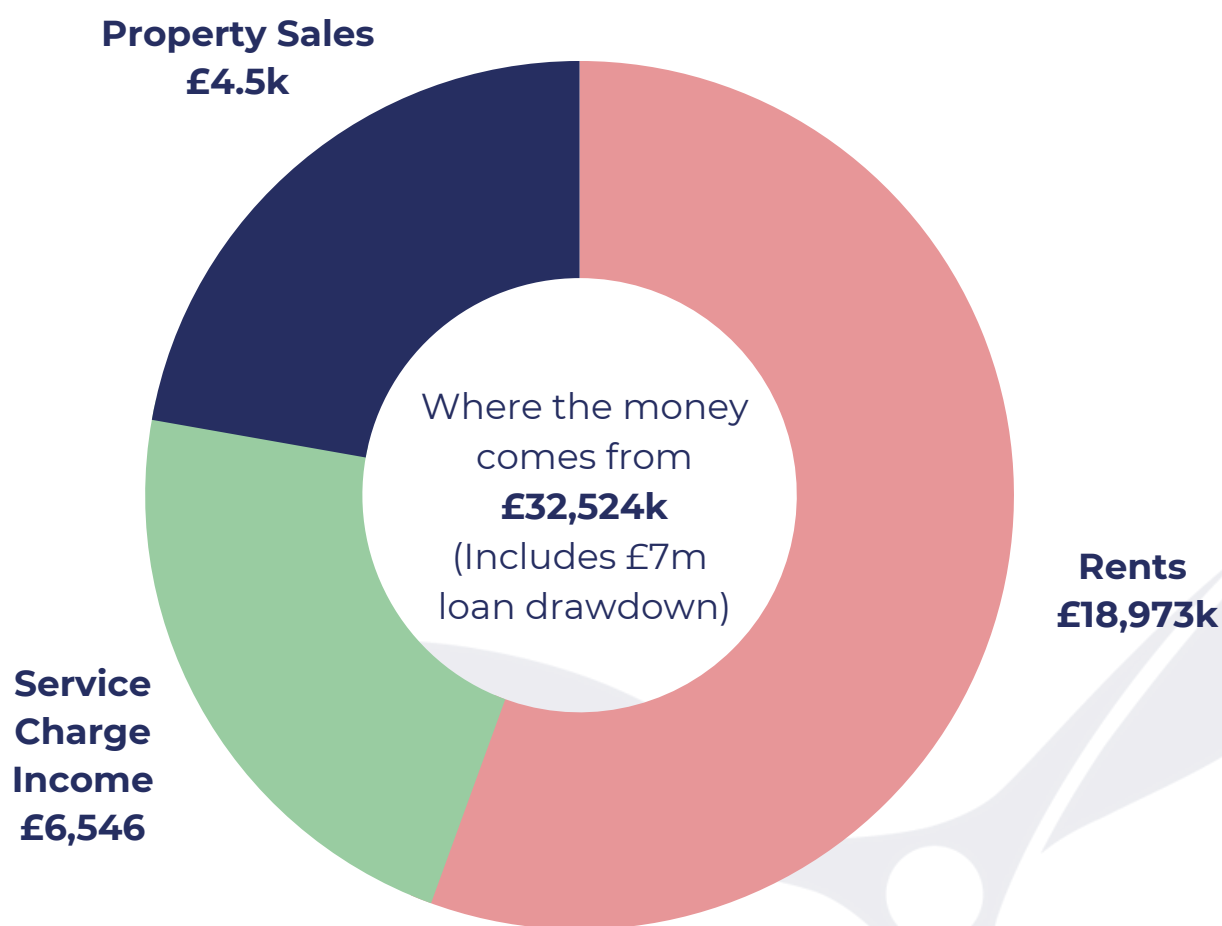
- We have 14 Mental Health First Aiders
- Delivered over 2927 hours of training to colleagues
- 875 hours of work has been delivered by our apprentices
- We are now a real living wage employer, paying colleagues at least £10.90 per hour
- Delivered 12 engagement events for colleagues, supporting their wellbeing and our 'valuing we are all different' work, (our approach to equality, diversity and inclusion)
- Introduced even more flexibility to help colleagues achieve a better work-life balance with the opportunity to buy and sell holiday and piloting a condensed 4.5 day week
- Our mean gender pay gap has reduced from 4.1% to 2.3%

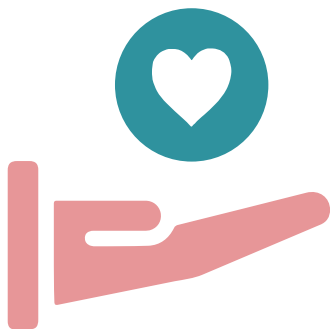


One Team Talk events bring all colleagues together

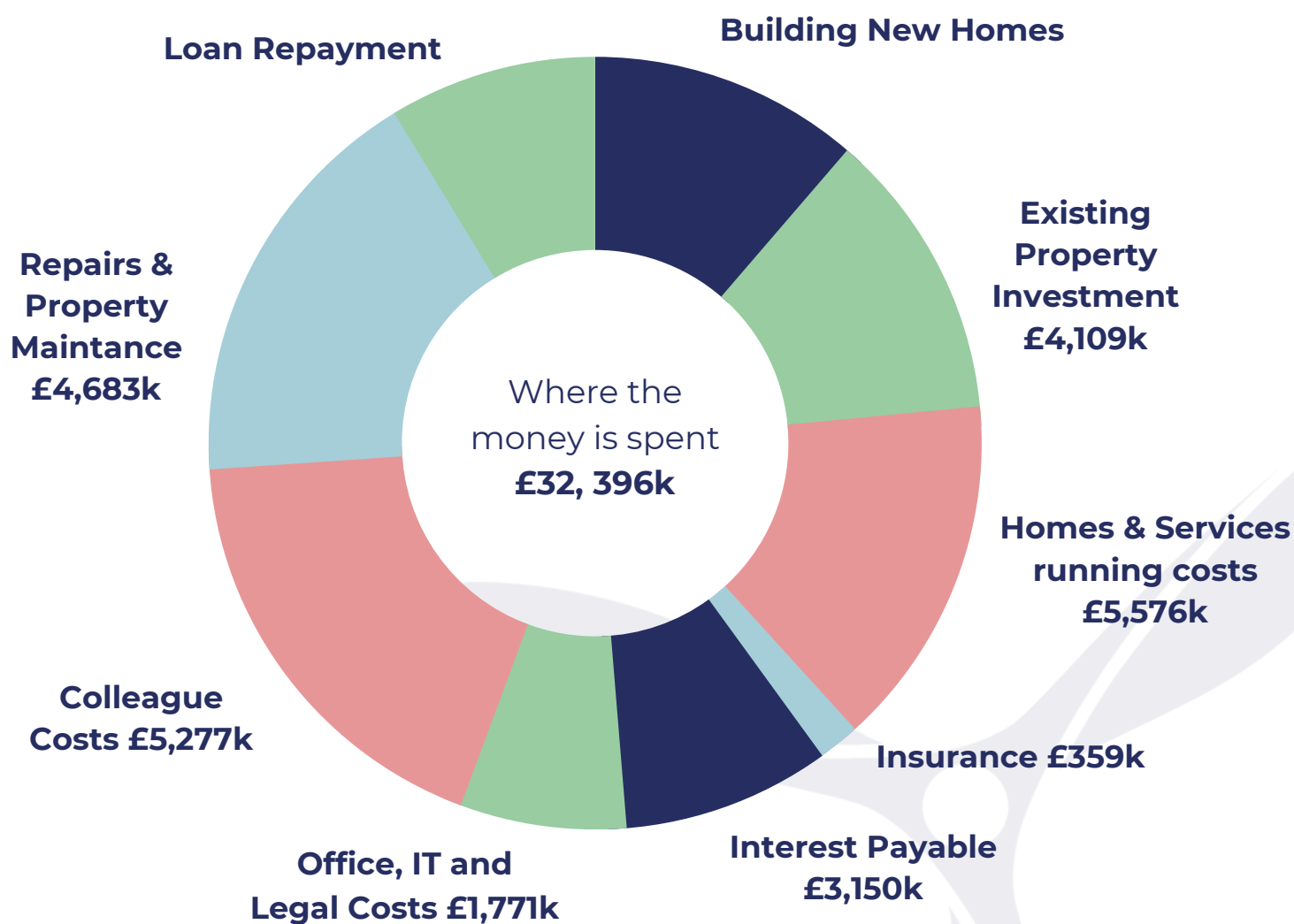


Outstanding Value





Outstanding Value





Astraline

Astraline took 684,989 calls during the year. Our Technology Enabled Care (TEC) Team responded to over 800 non-injury falls, which is an equivalent saving of £258,600 to the NHS by not calling out an ambulance, and other associated costs.

April 2022, Astraline became a wholly owned subsidiary of Johnnie Johnson Housing, a separate company, but still a big part of the Johnnie Johnson Housing Family.

In October 2022 we retained our TSA QSF accreditation, through a successful annual audit.



Astraline TEC team



In June 2022 Astraline completed its digital switch replacing all its analogue lines with digital ones and migrating to a completely cloud-hosted call handling platform.

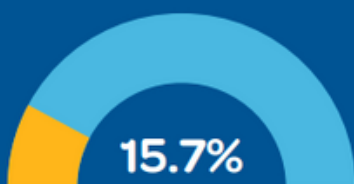
This investment future-proofs our life critical call handling service and means we are working with the most reliable IT infrastructure available.



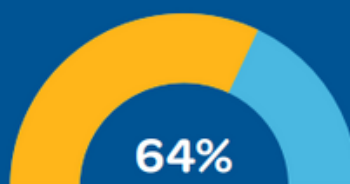
CUSTOMER SATISFACTION

We pride ourselves on delivering exceptional telecare services, which allow our customers to live independently in their own homes. It is important to us that we continue to deliver this high level of service and that we learn more about our customers.

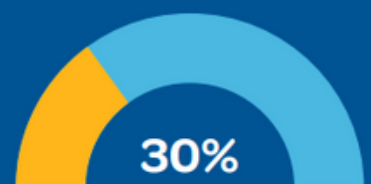
Response rates - Jan-April 23



ANNUAL SURVEY
SENT TO 280



NEW INSTALLS
SENT TO 54



6 WEEKS SURVEY
SENT TO 46

OUTCOMES

- Very happy with service
- Very pleased with service - Poynton
- Spoke to daughter very happy with the service
- very happy with the service ,just had new equipment installed and response times are excellent
- the tec team are fabulous and has peace of mind every day at 93 he struggles with his mobility, call him anytime
- very happy with new device, found young lady knew what she was talking about, happy to be reassessed , old device wasn't working changed within a couple of hours
- Had a fall 2 days after alarm installed ,broke wrist ,outside of her home so peace of mind she has our service now
- Extremely happy with the service. Has recommended to friends



Contract wins

In January 2023 Astraline joined its first ever NHS supply framework, teaming up with technology provider HoWz to deliver Intelligent Activity Monitoring services to NHS organisations.

In February 2023 we mobilised a new out of hours repairs call handling service for ForHousing, providing emergency cover to over 24,000 residents in the Greater Manchester area.

New products

In March 2023 we launched the Astraline Watch – a smartwatch with built-in fall detection technology and the ability to raise SOS alarms. Alongside a heart rate monitor and step counter, users can talk to Astraline 24/7/365 if they need assistance in an emergency.



Research Projects

We continue to work in partnership with Johnnie Johnson Housing colleagues to deliver two funded research projects – testing ideas to improve the support we provide for older people living independently.

CATCH (Centre for Assistive Technology and Connected Healthcare) at the University of Sheffield is delivering a trailblazing research project that aims to help develop smart technologies for supporting older people to live independently and well.

We also teamed up with scientists at Liverpool John Moore's University to research how our home surroundings can impact the risk of having falls, trips or accidents.

"Our work aims to prevent accidents before they happen and help residents to live safely, and for longer, at home" - Joe McLoughlin, Managing Director, Astraline

To find out more about our work, please take a look at our social media channels and our website.



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astraline.co.uk**