

Voices

Autumn 2023

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with our laptop
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Our Wellbeing
team are helping
residents to live
better

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Opening hours

Monday: 8.30am-6pm

Tuesday-Thursday: 8.30am-5pm

Friday: 8.30am-1pm

Our phone lines are always open 24/7 for emergency repairs.

Need to talk to us?

If you need to get in contact with us please contact our Customer Experience team by calling **0345 305 5335** or emailing **general.enquiries@jjhousing.co.uk** We are happy to help.

Welcome to Voices



Hello there, and a warm welcome to our Autumn edition of Voices magazine.

As we gear up for our annual resident conferences which are happening in October, we are excited to be bringing these to the regions for the first time, so take a look on the opposite page to see the registration details if you haven't already booked your place.

There will be representatives from our maintenance contractors, Fortem on hand to talk with you, as well as our grounds maintenance team from Tivoli, plus many colleagues from across JJH including our digital support team, money advisors, wellbeing support, neighbourhoods colleagues and more. I'm looking forward to seeing you there!

There have been so many wonderful things happening this year – I am truly proud of the initiatives that colleagues across the organisation have been working on to enhance the lives of our residents, such as the fantastic reconditioned laptop giveaway, made possible by our partners at Unilever. Read more about this on p4.

Our digital coach, Jack Bradbury has been up and down the motorway, running regular Digital Drop-Ins, helping so many residents get online for the very first time, and supporting those who just want to know more about how to use digital technology.

Our Money Advice team have been working tirelessly to help residents through Drop-Ins as well

as the usual services we offer. We know this support is needed more than ever at the moment and we want to do everything we can to support you.

Our Wellbeing team have been delivering some real life-affirming activities in the north-east, which have been so greatly received by residents. You can read more about that on p6-7.

You will now be aware of the partnership discussions between ourselves and major housing provider, Sanctuary. You may have even attended an online forum about this already. And you can find out more about the plans on p14-15.

This is a really exciting time for the organisation, and I am pleased to reassure you that it will bring so many advantages to our residents in terms of investment to properties, staff resource and sustainability for the future. And this is what we are all about here at Johnnie Johnson Housing – looking after our residents and really doing our very best for you.

Wishing you well for the months ahead.

Best wishes

Yvonne Castle
Group CEO at
Johnnie Johnson
Housing



What's on...

It's time for your annual conference

This year we are going regional:

- North West Tues 10 October at Spey House, Stockport
- Yorkshire and Derbyshire Thurs 12 October at Vulcan House, Sheffield
- North East Tues 17 October at Boulmer Court, Chester-le-Street

If you haven't already booked your place, please do so by booking here. Just scan this code:



We look forward to meeting you there!

Helping you find work

We are going to be launching **Employment Skills Workshops**, where you will be able to access support from our People and Organisational Development team with interview skills, job applications and searches, CV writing, registering with recruitment agencies and more.

If you are interested in finding out more about this service, then please email **PeopleOD@jjhousing.co.uk**.

Meet the teams

We are running lots of useful sessions and drop-ins for residents, such as Digital Drop-Ins, Money Advice Sessions, Wellbeing Drop-Ins, Property Walkabouts, as well as regular regional meetings and workshops.



Helping you get online

Our Digital Coach, Jack Bradbury has been on the road, delivering Digital Drop-Ins across the regions. He has been helping residents discover a world of possibilities available to them. Jack empowers people to get online, shows how to use applications such as Word and Excel, email, social media, online shopping and banking safely and so much more.

Here's what Jack has to say:

"I helped a lady who is 91 and wanted help with an online food shop. We got her account set up and I showed her and her daughter how to use it."

"Sharon at Wansbeck Court is planning on visiting her son in Canada, but needed some help finding some reasonable flights. When she had searched online herself, she could only find some for £2000, so I showed her some browsing tips, and we managed to find a return flight for just £600!"



"When I first met Gail, she didn't really know where to start with anything digital. When I visited her again recently, she had a iPhone and was a natural with it! Seeing this progression made the four hour drive worth it."

If you would like to book in to one of these Drop-Ins, you can book your place on our website. You can also ask your Community Housing Officer to book a session on your behalf or call the Customer Experience team on **0345 305 5335** and they will pass on your details.

We have lots of opportunities for you to get involved and share your feedback. To see the full, current calendar of events and support sessions, visit **www.jjhousing.co.uk** or if you live at a property with a digital noticeboard you can find the information on there too.



The Great Digital Giveaway

This Spring, we partnered with Unilever who, as part of their commitment to reduce landfill, as well as their agenda to help reduce digital exclusion, donated over 100 reconditioned laptops for us to distribute to residents who needed them most.

We invited everybody to submit an application, explaining how and why a laptop would help them. We helped lots of residents fill out the forms and then each laptop was hand delivered to its new owner by colleagues from across the organisation who made sure they were all set up and ready to go with their new devices.

Prior to the laptop giveaway, we had also run an open prize draw competition to win brand new Apple items and wireless headsets, which were also generously donated by Unilever.

Meet some of the recipients



Billy at Derwent Court

"I am over the moon. Due to my love of travel and charity walks, I can now plan my walks and trips by checking train timetables and google maps to plan my journey." Billy, Derwent Court



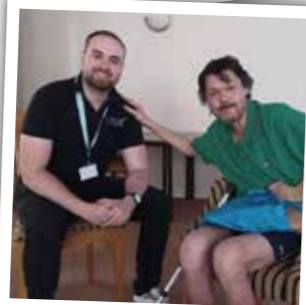
Grant at Bader Court

"Thank you so much, this is fabulous. I am really lost for words. I can't believe it. This is going to make a huge difference for me, I will be able to apply for jobs and everything." Grant - Bader Court

"This will be a new venture for me and I hope will allow me access to new opportunities....I will try to register on Gov.UK, also social content and information sources....and in September I will attend a computer course at Ilkley library." Shane, Leconfield House



Guy Roger at Roselea



Jack and Martin at Hawkinge House



Ruth at Cornelius Court



Tamara, with Malcolm at Riverview Apartments



June, Mitchell House



Sylvia at St Annes House



Patricia, Heightside



How our Money Advice team can help you

We offer a financial support service to everyone living in a Johnnie Johnson Housing property. Since April this year, we have generated support equating over £40,000 for our residents.

We can help to resolve a wide range of financial challenges that may be affecting you or your family's ability to manage and sustain a healthy household.

Since 1 April we have had:*

96
new referrals

489
phone calls

104
hours of phone support

10
Drop-Ins











186
completed Universal Credit verifications

A new food voucher partnership with the Trussell Trust

*stats as of the end of July 2023

Support and advice

In these challenging times and during the cost of living crisis, we can support you with issues such as:

-  Rent arrears
-  Fuel and energy costs and fuel debt
-  Creating a household budget
-  Understanding your bills and priority payments
-  Maximising your income and reducing your outgoings
-  Understanding and checking your benefit entitlement
-  Completing applications for benefits and grants
-  Support with benefit appeals
-  Support with debt issues
-  Signposting and referring to internal and external services which may be of benefit

All testimonials are anonymous for confidentiality.

Ways you can speak to us

- Home visits
- Advice Drop-Ins
- Telephone support
- Workshops

Grateful residents

"Thank you so much for your help and support when I needed it. The strain of my worries was indescribable. Without your support and counsel, I wouldn't have dreamed of being so relieved as a result of your help and kindness."

"I had no idea how to get help with my debt, so without you I would probably be on the streets."

"You're an absolute star spending your time with me, and for the effort you put in to help me clear my credit card debts."

If you would like to speak with a member of our Money Advice team, please email money.advice@jjhousing.co.uk or call 0345 305 5335



Our Wellbeing team are helping residents to live better

The wellbeing of our residents is so important to us at JJH. We aim to help people to age well and live independently in their own home, for longer.

We spoke to **Christine Scott**, our Wellbeing Lead about how the team are helping residents.

“Our team are engaging with residents on a daily basis, to understand their needs and priorities and to see where we can support them and make a real difference.”

Tell us about some of the everyday things you do for residents

“We reach out to local community groups so that residents can continue with hobbies and interests, which is a really important part of preventing social isolation. Together with our digital support team, we’ve been helping residents develop their digital skills and knowledge so that they can get online to access information and activities, enabling them to remain independent and connected.”

These sessions have made a huge difference to my health and wellbeing. My balance is so much better.



Are there any particular projects that you are most proud of?

“Following on from the hugely successful music sessions at Blenheim Court last year where residents created their own song and accompanying music, during the spring we ran six Move and Groove sessions which got 54 residents up on their feet, moving their bodies, socialising and trying new things.

These activities came about through a partnership with Equal Arts where we set up groups at our independent living properties. The groups have then independently made funding bids to enable a range of activities that they have been keen to pursue.”

Residents told us:

“Since I started coming, my knees have stopped hurting!”

“I didn’t feel well this morning, but I am glad I came, it has made me feel much better”

At **Boulmer Court**, we have also supported residents in creating their own community vegetable garden which has been a fantastic way for people to remain active, get out there with their neighbours and to do something satisfying and productive, which has a real positive effect on mental and physical health.

If you have any worries or concerns about your wellbeing, we can help. Call our Customer Experience team on **0345 305 5335** and ask for a call back from our Community Wellbeing team or you can email us: wellbeing@jjhousing.co.uk or for more info on how the team can help you, or to request support you can also visit our website www.jjhousing.co.uk





Shaping the future of your services

Listening to the voice of our customers is a priority for us at Johnnie Johnson Housing. We are always exploring new opportunities for residents to share feedback with us, so that we can keep improving how we work with you - giving you positive experiences and accessible services.

As a result of the *Social Housing White Paper*, from 1 April, all registered social landlords have been consulting with residents, to assess customer satisfaction for the services they provide. The Regulator for Social Housing has set twelve Tenant Satisfaction Measures (TSMs). As feedback will

be published, all residents will be able to see how we compare to other social housing landlords in England and Wales.

We began with a TSM baseline consultation in February this year, and we are already using this feedback to shape service improvements. We commissioned IFF Research, a market leader in customer experience research, to capture feedback independently from a randomly selected sample of our customers. 488 of you engaged with this research, so if you were contacted during this time either by phone or email, we would like to say a big thank you for taking part.

The TSM consultation is now an ongoing project, so if you receive a phone call from IFF Research on **0203 148 7635** or get an email from **myopinions@iffresearch-dm.com** – we really hope you will be keen to share your thoughts and help to shape the future of your services.

To find out more about the surveys and the measures they are assessing, please visit our website www.jjhousing.co.uk



Introducing the JJH Assurance Panel



Following a review at the start of the year, we have recently launched a brand new resident involvement panel – the JJH Assurance Panel, which is an evolution of the former Scrutiny Panel.

This resident-led group will be working closely with us, looking at all the feedback, identifying areas for improvement and reviewing everything in our Resident Bitesize Assessments. This panel is empowering those involved to have a greater influence over the ways we deliver our services and ensuring that all our customers are represented. Their involvement also provides assurance that we are doing what we say we will, as well as delivering value for money.

With representation from each of our regions, and covering all tenure types, the first meeting of the panel was held in June.

Resident, Alan Chadwick told us:

Residents can be assured that the panel will be operating in their best interests.

Resident, Caroline Sellars:

It's good having a voice with Johnnie Johnson Housing and being listened to.

The first Bitesize Assessment based on the TSM Consultation feedback took place in June. The panel focused on how we can increase the visibility of our Community Housing Officers in our communities and improve their communication with residents.

In-depth discussions were held around current provision and potential solutions for improvement, and an action plan has been drawn up.

The next Bitesize Assessment will focus on our Grounds Maintenance Service.

All information and reports on the JJH Assurance Panel, Bitesize Assessments and how you can get involved, can be found on our website: www.jjhousing.co.uk or you can email customerinvolvement@jjhousing.co.uk



Make a referral
Refer someone who is successfully recruited and a £25 voucher will be sent to you!

Join the team

We know, now more than ever, that people want to work somewhere that fits with their social and moral beliefs, with a supportive culture, that accommodates their needs for flexible working. We like to think that, as employers, Johnnie Johnson Housing and Astraline tick all those boxes, and we make sure we treat acquiring talent and colleague development as an ongoing priority.

In Housing, there is a huge range of career opportunities; whether that's working with residents as a Community Housing Officer, Customer Experience Advisor, Wellbeing Officer or Money Advisor or roles in Finance, IT, Asset Management or Communications to name but a few.

To find out more about some of these roles and how they contribute to the bigger picture of supporting our residents and improving our homes, and to see our current vacancies, head to our website www.jjhcareers.co.uk.

If you, or someone you know is looking to embark on a new career, you never know, it could be with us.



Influencing Parliamentary discussions on Housing



Spey House

Our Chief Operating Officer, Kathryn Fox-Rogers has recently been spending some time in Westminster, contributing to the All Party Parliamentary Group (APPG) discussions on regeneration of out-dated sheltered housing, and working with the National Older Persons Taskforce in a bid to avoid unnecessary decommissioning and disposal of valuable social housing.

Kathryn is now sitting on the panel as part of the inquiry, where they will be discussing upgrading homes, working with new technology, regeneration, remaining resident-focused and much more. Their report will be presented to the House of Lords in July 2024.

Kathryn has worked in Housing for 24 years, starting as a Housing Assistant signing tenancy agreements and collecting rent. She has progressed through many housing roles over the years.

She told us:

“I love working in Housing – it is so people-focused and we get to make a difference to our residents’ lives.”

We caught up with Kathryn

How did your involvement with the APPG come about?

Johnnie Johnson Housing is an

organisation that is well known nationally within the housing sector, through our work with the National Housing Federation. Our CEO, Yvonne chairs the National Housing Federation ‘Housing for Older Persons Group’. We’ve been lobbying for a long time for more appropriate properties for older people, as we know there is a shortage of the right kind of independent living offer.

We were invited to present to the APPG about the demand for what is known as sheltered housing (what we call independent living) and how we propose to regenerate existing

homes in the UK. We showcased some of the work we have done at Wellington House in Manchester, turning some of the studio apartments into one-bedroom flats. They liked what we had to say, along with our passion for improving older peoples’ housing. We are a market leader in this area.

As I have been invited onto the panel for the inquiry, Johnnie Johnson Housing will play a big part in the recommendations that will be taken to Government, local authorities and other Housing Associations.

What about the impact this work could potentially have on our residents?

JJH’s involvement in this inquiry simply strengthens our approach. We are very much looking to the future – at how we can build new properties that are sustainable and fit for purpose, and of course how we can regenerate our existing homes up and down the

country. This Inquiry is looking at how we, as a sector can make this happen, and gathering the evidence we need. At JJH, we are very clear on our strategy on how we regenerate our studio apartments. And now thanks to our partnership with Sanctuary, we are going to be able to build new homes for older people too, as well as being able to undertake more regeneration of our Independent Living properties such as those we’ve already done at Spey House in Stockport, Heightside in Altrincham, Wesley House in Buxton and imminently at Boulmer Court in Chester-le-Street.

What do you think is the biggest housing issue facing the older population in this country?

There is a lack of availability of the right kind of properties for people who are looking to “right-size” later in life. For example, people are working longer and often

from home, so they might need more space than before. People don’t necessarily want a studio apartment anymore. We want to be able to support our residents in transitioning into properties that are right for them and when they are there, ensuring that their home keeps them independent for as long as possible.

Why are you particularly passionate about the work being done by this inquiry?

To be part of the panel gives us the opportunity to play a part in creating solutions to an issue we have been lobbying around for years. If this Inquiry enables change, it means a better outcome for our future residents and those who already live in properties that will eventually need regeneration. We want more for our existing and future residents.



Heightside

It's been a busy few months...

Celebrating the King's Coronation



Woodford Court



Bader Court



Bader Court

Celebrating birthdays



Barbara at Milburn Court turned 97



Tessa celebrated her 103rd birthday at Mitchell House

Social activities



Elvis entertains at Park House

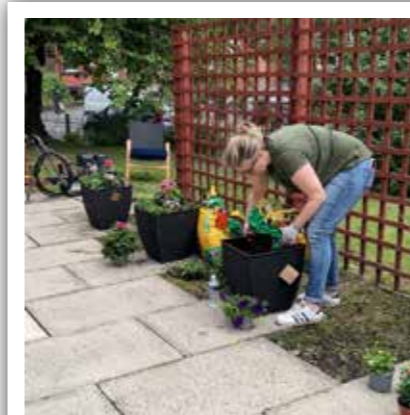


A get-together at Derwent Court



Community social evening at Woodford Court

JJH colleagues helped out at some of our properties



Planting at Wellington House



Improving the outdoor area at Wellington House



Getting stuck in to the gardening at Le Bas House



Fortem help out at Stanmore House



Fortem volunteer at Stonehurst

Competition time

Thank you to everyone who entered our last **Voices** competition and congratulations to the winner, **Patricia Dahlstrom**, who has won a £100 M&S voucher!

To enter this competition, simply tell us how many **gold crowns** there are hidden in this issue of **Voices**.

Email communications@jjhousing.co.uk and remember to title your email 'Competitions' and include your name, address and phone number, along with your answer.

Please note: The competition is open to JJH residents of the UK aged 18 and over. The Prize Draws are not open to employees or agencies of JJH. Please include your name and contact details so that you can be contacted if you win. Only one entry per person, per household. The deadline for all entries is 01 October 2023 after which the competition will close.

Here is your first gold crown.
Good luck searching!



WIN!
A £100
M&S gift
voucher



Learn more about Sanctuary

Craig Moule, with Yvonne Castle and resident Morris at Spey House

In June, we announced that we had entered talks with Sanctuary, with a view to joining them as a subsidiary. We've always believed solid partnerships are a brilliant way to help us achieve the very best for you, our residents, and we believe this is no different. It's a great opportunity to join a larger organisation, who can help us realise our ambitions much quicker than we would be able to on our own.

Sanctuary, like us, was set up more than 50 years ago and now provides housing and care in England and Scotland to more than a quarter of a million people. They own and manage around 120,000 homes, which makes them one of the largest housing and care associations in the country.

So how are they doing?

- 73% of residents give positive feedback
- 95% of residents within care are satisfied
- 76% of colleagues feel engaged
- They have great regulatory ratings, with G1 for Governance and V2 for Viability

What could this partnership mean for you?

Sanctuary have committed, in their offer, to meet both our short and longer term aspirations.

We hope residents are excited with the offer from Sanctuary, which includes circa £100 million additional investment over 30 years and will enable us to:

- Deliver our fully developed zero carbon plan for our homes.
- Complete identified fire safety works.

- Carry out the reinvestment identified through our recent stock condition survey programmes.
- Implement our analogue to digital programme (Well Connected).
- Reinstate the development of much needed new homes.

What are the next steps?

It's important to note that at this stage, discussions are still in the very early stages and any agreement to proceed will be made by the Boards of both organisations later in the year. We will continue to keep you updated as and when we have news to share.



Meet Craig Moule, Chief Executive at Sanctuary

Craig Moule has been with Sanctuary for over 30 years, having joined the organisation in 1989. Craig was appointed Group Chief Executive on 1 January 2019. Prior to this he was the Group's Chief Financial Officer.

You may have seen or met Craig during his visits to two of our independent living properties in the North West and North East during July. It was a great opportunity for Craig to meet residents and see some of our wonderful homes.

Following the visits, Craig said:



Craig Moule speaks with residents at Spey House

“We are excited about Johnnie Johnson Housing joining the Sanctuary family. We have a number of shared values and interests, and our offer of investment will help us to build a strong partnership that will improve services for the benefit of customers. It was great for me to be able to spend some time visiting your communities and homes, meeting residents and colleagues. I look forward to getting out and about more in the coming months and answering any questions you may have.”

Keep up to date with the latest news

For the very latest information and answers to questions raised by residents, visit the website. Scan this code to get there.



Dates for your diary



We have some exciting events and engagement opportunities coming up over the next few months, so please make a note of the below key dates.

See page 3 for information on our regional annual conferences taking place in October.

We also know how much you value your regional meetings, as they provide an opportunity to discuss more local and specific queries, so these will take place towards the end of the year as planned.

North West – 6 December at Woodford Court, Droylesden

Yorkshire & Derbyshire - 7 December venue TBC

North East - 13 December venue TBC

We are still busy confirming venues but will make sure you have plenty of notice of locations and venues.

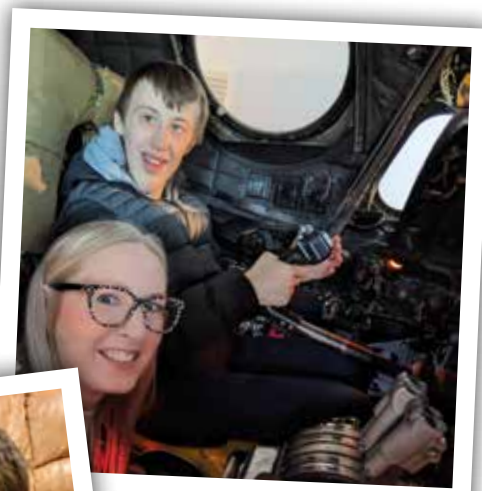


Space4Autism



Our charity for the year, Space4Autism is based in Macclesfield, Cheshire. They promote social inclusion for the benefit of children and adults on the autism spectrum and their families within Cheshire East.

They provide a range of clubs, activities, training and support for its members and professionals. Without the fundraising efforts of members and supporters, they simply wouldn't be able to provide such a wide range of valued services to meet the needs of their 7000+ members.



Johnnie Johnson Housing is proud to be supporting Space4Autism this year as our chosen charity. If you would like to help support them, you can donate here www.justgiving.com/page/johnnie-johnson-housing-space4autism.

Or if you would like to arrange any fundraising activities, please get in touch by emailing communications@jjhousing.co.uk



Scan here to make a donation.

