



ESG REPORT 2023/2024

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FOREWORD FROM KATHRYN FOX-ROGERS

Managing Director, Johnnie Johnson Housing

A warm welcome to our 2023/24 Environmental, Social and Governance (ESG) Report.

This is our third 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. Our customer's voice plays a vital part in us shaping the services we offer. We are committed to playing our role in tackling climate change, creating energy efficient homes and reducing our impact on the environment around us.

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, which we hope will be enhanced even further now we have officially joined Sanctuary as a subsidiary.



Kathryn Fox-Rogers
Managing Director
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 do more to end poverty, protect the planet, improve inequalities and spur economic growth.

Throughout our ESG report you will see us 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 sector continues to face many challenges but despite these, we have met our objectives in many areas. Here are some of our highlights from the last 12 months:



3.9 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 2023 to 31 March 2024 are:



3.9

Overall Satisfaction



3.8

Repairs Services



3

End of Tenancy



3.3

Estate Services



4.7

New Tenancy

We conducted a Tenant Satisfaction Measures (TSM) baseline consultation in Q4 2022/23, using a partner IFF Research, to understand customers, perception of JJH, 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 bitesize assessments.

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.

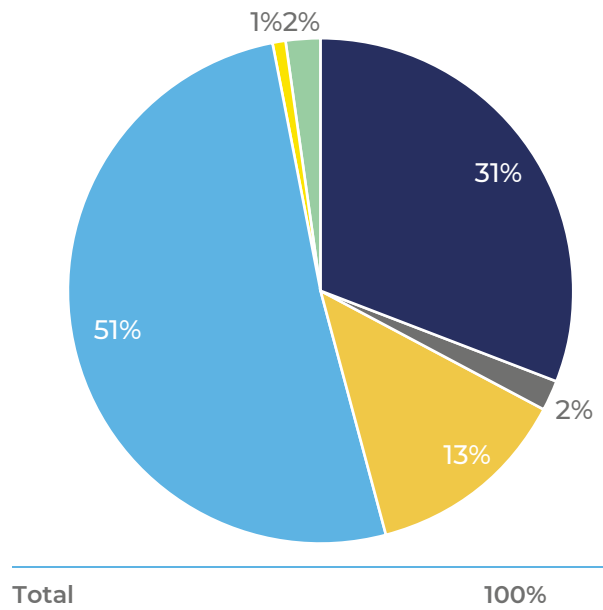
The LHA cap is the maximum amount that residents can claim in Housing Benefit or Universal Credit from the Local Authority. Johnnie Johnson Housing’s rent is then shown as a percentage of the LHA cap. Anything over 100% indicates that the resident would potentially have an amount of rent to self-fund.

Row Labels	Average of 2023-24 Asset Rent	Average of LHA Cap 2023-24	Average of JJH Rent as a % of LHA Cap
Bolton and Bury	83.37	91.93	90.73
Bradford & South Dales	94.70	86.58	109.84
Central Greater Manchester	89.90	140.86	63.81
Chesterfield	79.64	90.20	88.30
Doncaster	103.97	101.12	102.88
Durham	88.99	76.26	116.83
East Cheshire	120.86	130.09	93.74
Kirklees	102.55	104.44	98.71
Lancaster	86.68	97.10	89.26
Northumberland	91.14	88.36	103.39
Nottingham	81.91	108.68	75.38
Oldham & Rochdale	87.61	92.52	94.69
Rotherham	91.29	92.00	99.22
Sheffield	96.52	115.41	83.12
Southern Greater Manchester	99.16	132.90	75.07
Stevenage & North Herts	110.94	166.85	66.53
Tameside & Glossop	89.16	96.66	92.03
Tyneside	92.75	103.10	90.18
Grand Total	94.51	110.33	88.31

Total units owned - 2023/2024

■ General Needs - social rent	1,553
■ General Needs - affordable rent	130
■ Low Cost Homes Ownership	680
■ Supported Housing	0
■ Supported - Housing for older people	2,487
■ Supported - Housing for older people - affordable rent	14
■ Intermediate Rent	42
■ Non Social Rented	0
■ Social Leasehold	79
■ Non Social Leased	0
Total	4985

Percentage of units owned - 2023/2024



New homes completed in the last financial year, and how they have been allocated:

We have built 42 new homes in the last year, consisting of:



23

homes for affordable rent



19

homes for shared ownership

SOCIAL

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

Our Investment Programme is based on stock condition and is centred around a holistic approach to asset management. Whereby Scheme improvements will be maximised, completing as much work as possible, to not only improve customer satisfaction, but create value for money savings over the lifetime of the asset management strategy. The programme works on the principle of a fabric first approach and includes the aim to implement clean heat. The 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.

Recent information on fuel poverty provided to residents through annual rent review documents. Fuel costs discussed with residents as part of affordability checks at pre-tenancy, at sign up and in tenancy reviews. JJH has secured a bulk fuel deal for Independent Living residents to combat energy price increases and SDHF Funding has been 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 three-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?



99.98%

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.

As at April 2024, 100% of our properties have an in date and compliant FRA based on the current JJH risk matrix of 12/18/24 month cycles.

There are a number of properties due an annual review of this FRA. These reviews, along with a large number of others due imminently, will be carried out in accordance with timescales set out in our policy. We work on a risk matrix of 12/18/24 months for when FRAs are required, and this will be calculated from the type of actions highlighted by the auditor on the report. Data can be extracted from C365 or viewed on the dashboard.

Our method of carrying out surveys, as per guidance from the PAS documents and other areas including our Primary Authority is that a full FRA will be completed every two years with a FRA review on the year anniversary between these.



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 Assurance Panel – Following a review of the Scrutiny Panel conducted in Q4 2023/23, in line with the upcoming Consumer Regulation changes and sector best practice, the Scrutiny Panel has evolved to become the JJH Assurance Panel. The Panel will continue to conduct quarterly meetings, which the Chair of Audit and Risk Committee will attend at least twice per year. The Panel will review all customer feedback gathered via transactional surveys, TSMs and Complaints, identifying areas of improvement. Bitesize Assessments will be delivered by the Panel, alongside other involved residents, to gain feedback and insight and produce recommendations for the service area.

Four Assurance Panel meetings have now taken place, including one face to face meeting. At each of these meetings, the Panel have analysed complaints data, feedback data and been presented, the JJH TSM results. In addition three Bitesize Assessments have been identified relating to the complaint process and these are being worked through.

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 Housing 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 Chair and Vice Chair 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 twice a year. We have also held annual in person Conferences 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.

Calendar of Engagement – A 2024 Engagement Calendar which was planned, agreed and signed off with involved residents has been launched, demonstrating a mixture of in-person and online events, including the regional meetings, workshops with key contractors such as Fortem and Tivoli, virtual conference and the Annual Resident Conference.

A key part of JJH corporate objectives is to provide 'Outstanding Homes and Services. We want to provide choice and flexibility in all that we do. We endeavour to listen to the Voice of the Customer 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.

Customer Satisfaction is a pivotal measure in JJH services, and the pilot 'Love Where You Live' as part of the Customer Service Offer, in 2022/23 Q2, we launched a dynamic, intuitive system which offers customer segmentation and analytics to drive performance.

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

We utilise Rant and Rave for service specific transactional surveys which currently covers Planned Maintenance/Repairs (All Contractors)/New Residents/End of Tenancy/Communal Cleaning/Window Cleaning and complaints. These outcomes create our aggregated score which has been in place for 2 years:

- April 2020 84%
 - April 2021 82%
 - April 2022-23 4/5 - Rant and Rave uses a 1-5 score rating opposed to the percentage produced by Voicescape.
- 23-24 figure - 3.9/5.

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 Q4 2022/23, using a partner IFF Research, to understand customers, perception of JJH 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 Bitesize 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 Regulator of Social Housing (RSH) by June 2024 as per the regulation. This was completed as per the regulatory requirement with 538 responses gained. However the decision was made at Exec level to amalgamate JJH TSM results into the wider Sanctuary Group results and report from that perspective.

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, three complaints have been referred to the Housing Ombudsman for full investigations.

Five determinations have been received relating to complaints raised last calendar year and due Ombudsman timescales, the prior year :

- Five counts of maladministration relating to three complaints; ordered to pay the customers £2077 in total compensation (Inc service failures) and a number of recommendations which have all since been implemented.
- One count of no maladministration and three service failures relating to complaint handling and information management.

One complaint is 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/How Can we avoid this Happening Again'.

A new complaint system was implemented in November 2023, which allows for more robust reported complaints data including timescales and thematic analysis. This also allows for an improvement in Lessons Learnt reporting.

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 Housing offer to its residents? How successful are these services in improving outcomes?

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



Benefits 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 delivered the following results in 2023/24:

- 7 engaged residents involved in activities (General Let/Leasehold)
- 458 engaged residents involved in activities (Independent Living)
- £39,000 funding received for residents
- 224 support referrals received (all tenures)
- Resident satisfaction rated by 458 residents, of which 424 rated the service excellent and the remaining 34 rated it as good.

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.

Our Money Advisors support residents to maximise their income by applying for benefits and charitable grants to help with rent arrears and offering support with debts. 440 residents received support last year with a total of £195,715.34 received (not including the awards for annual benefit awards.)

Our Digital Support team also encourage and support residents build their knowledge and 334 customers benefited from this last year

Community Wellbeing, Money Advice and Digital Support teams held a number of support sessions in each of our regions to encourage discussion and support residents.

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:

- Putting Care Plans in place to support residents
- Working with residents who are hoarding
- Resident visits from the Money Advice team, for financial support
- Contacting other organisation on behalf of residents

Continued to establish Friends of Groups (FRoGs) with our partner, Equal Arts at a number of our Independent Living Schemes, initially across the East region. Once established, the group are able to make funding bids for activities that are important to all residents at the scheme. Some of the facilitated activities residents enjoyed were:

- Music and Movement
- Arts and Crafts
- Creative Writing
- Tai Chi

Our residents supported Equal Arts when they were developing a Dementia friendly picture book. We arranged some user testing of the book with some of our residents, who have early stages of Dementia and a diagnosis Residents very much enjoyed this.

We continued to work with MCR Active in the West region, following 'taster' activity sessions at a number of our Independent Living Schemes which were very well received by residents.

Invisible Creations consulted with our residents on how best to use outdoor space that may be challenging to access and to discuss product suggestions on what would make accessing their garden/outdoor space much easier.

We reviewed all vulnerability data for those residents living in our Independent Living Schemes so we can focus relevant activities to support these residents.

We continued to make referrals to Green Doctors who 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 - Brownies attended scheme events with residents:

- Songs, stories and memories event
- Christmas Carols and stories of Christmas.

Social Value Days – we are working with a number of contractors to deliver social value days to help and support residents and also holding coffee mornings, which help to bring residents together.

We joined the HACT Fuel Fund Voucher Scheme where our Wellbeing Officers are able to apply on behalf of residents where they meet the criteria, in respect of hardship/low income to obtain energy vouchers. This is in addition to other funding sources applied for.

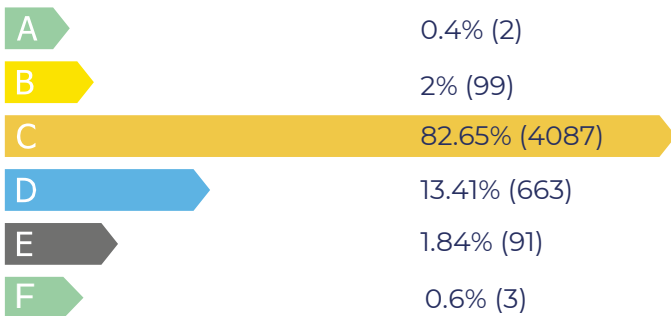


ENVIRONMENTAL

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'.

JJH will review this with the Partner appointed to aid the creation of a Decarbonisation Plan in 2022-23 - we are working to build develop OUR strategy on this following a high level report completed.

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.

We 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 in 23/24 - 25/26.

How is Johnnie Johnson Housing mitigating the following climate risks: Increased flood risk, Increased risk of homes overheating

We work closely with the Environment Agency and have a process in place. We have had a decarbonisation strategy completed in 22/23 and we are reviewing this.

Does Johnnie Johnson Housing 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. 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 Housing increasing green space and promoting biodiversity on or near homes?

We appointed a partner to create a Decarbonisation Plan in 2022-23. The outputs will be reviewed and operational delivery plans will be created in 23/24 onwards along with the development within the decarbonisation strategy we continue to build on this work.

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

Similar to the previous question we also have appointed a partner have assigned a partner to develop a Decarbonisation Plan for 2022-23. The results will be assessed, and operational delivery plans will be formulated from 2023-24 onwards. In addition to advancing the decarbonisation strategy, we are committed to expanding on this initiative.

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

No, but planning to develop a strategy as part of the procurement process, the quality questions will cover this.

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

No, but planning to develop a strategy. We require ecology accreditations as part of our procurement. On each development contractors waste management procedures are assessed and copies will be saved to the files. On Don View the contractor recycles 95% of their waste.

Does Johnnie Johnson Housing have a strategy for good water management?

No, but planning to develop a strategy JJH will review this with the Partner appointed to aid the creation of a Decarbonisation Plan in 2022-23. On each development contractors water management procedures are assessed and copies will be saved to the files.



GOVERNANCE

Structure and governance:

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

Is Johnnie Johnson Housing registered with a regulator of Social Housing?

Yes, we are, Johnnie Johnson Housing (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 subsidiary 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 Housing'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 Housing follow?

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

Is Johnnie Johnson Housing 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 25 September 2023 we had 13 active shareholders.

Explain how Johnnie Johnson Housing'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 undertook 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 Housing 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 Housing's customers, 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

Our Residents:



54%

of our residents are women



4%

of our residents are from a ethnic minoritised background



19%

of our residents have reported a disability



55

is the average age of our residents



4.15

years is the average tenure of our Board members



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 three months, nine Board members have stepped down as a result of the Sanctuary partnership. And in the 9 months prior to that three other Board Members resigned during their tenure and one came to the end of their agreed term as Chair. This equates to a 82% 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 Housing 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. This wasn't revisited in 2023/2024 due to the Sanctuary partnership.

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.

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 was due to take place during 23/24, however due to the Sanctuary partnership, this was placed on hold.

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

Yes, our Chair of the Board is Sue Lock, and our Managing Director is Kathryn Fox-Rogers.

How does Johnnie Johnson Housing 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 Housing pay the Real Living Wage?

We have paid the Real Living wage to all our colleagues from April 2022.

What is the gender pay gap?

For 2023 our mean average is -1.5% . 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, however at 75 percentile it slightly up at 4:1, which is still comparable in the voluntary sector.

How does Johnnie Johnson Housing 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 with 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 have been contributed to by working virtually/online.



Paid for physiotherapy sessions - where required



Flexible working approach, including current 4.5 condensed days working week



Flu vouchers / eye care vouchers



Change management workshops and support



An enhanced sickness 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 5.57 hours per annum
- Average hours lost per FTE, excluding long term sickness is 2.65 hours per annum

In comparison with the average UK sickness absence, our rates are very low - data reported by the CIPD, in October 2023, average was 7.8 days per colleague per year.

Supply chain management:

This theme seeks to assess if we procure responsibly.

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

Social Value is a key part of our Integrated Asset Management Contract (IAMC) (Fortem) and we have a Social Value Manager assigned to us as part of that contract. Under the social value element of the IAMC Fortem have agreed to undertake social value days, we also include SV in all procurement tenders as standard.

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.

www.jjhousing.co.uk

CONTACT

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HOUSING 