



ANNUAL REPORT

2023/2024

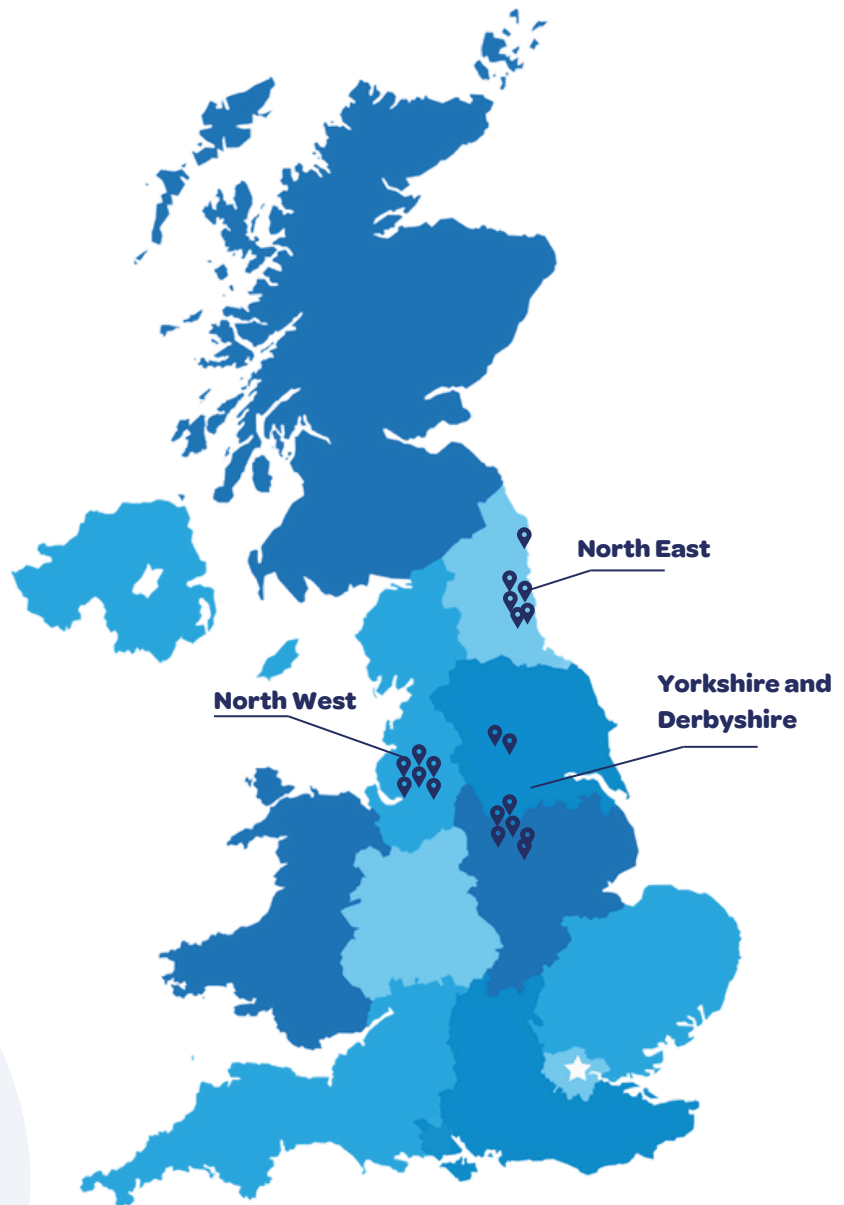


Welcome to our Annual Review for 2023-2024

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.

- **4,985 homes**
- **6997 customers**



Outstanding Homes

We built 14 new homes and invested over £5.4 million into our existing homes, which enabled us to:

- Fit 49 kitchens
- Fit 21 bathrooms/wet rooms
- Install 95 new doors
- Invest £264,971 on major roofing upgrades
- Install 496 fire doors
- Invest £1,377 million on compartmentation works
- Support 125 customers with analogue to digital Well Connected upgrades
- Support customers living in our homes with over £59,000 of adaptations to help them retain their independence
- Complete heating upgrades to 83 homes

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



Outstanding Services

Within the year our Money Advice Team completed 332 welfare cases and we helped those customers gain access to a total of £579,993.72



Joanne, Money Advisor with residents at Spey House in Manchester

We supported customers and tackled Anti-social behaviour (ASB) within our communities and recorded 71 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.

Outstanding Services

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



- Overall 3.9 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
- 3.7 out of 5 were satisfied with our end of tenancy process, when leaving their homes

We delivered over 217 events and 2056 customers engaged with us.



Amy, Wellbeing Officer with residents at Boulmer Court in Durham

Outstanding Services



JJH recorded a total number of 358 official complaints, of which 326 were stage one complaints and 32 were stage 2 complaints.

In 23/24 JJH successfully installed a new case management based complaints system that is integrated into the housing management system which aims to improve document storage, consistency of responses and improve complaints being managed to time limit.



Housing
Ombudsman Service

Outstanding Services



JJH completed its regulatory collection of Tenant Satisfaction Measures (TSM) and amalgamated these into the wider Sanctuary groups submission to the Regulator of Social Housing. These results have been shared internally and externally and will be used continue to improve and shape resident services.



TSM Resident information session at Spey House in Stockport

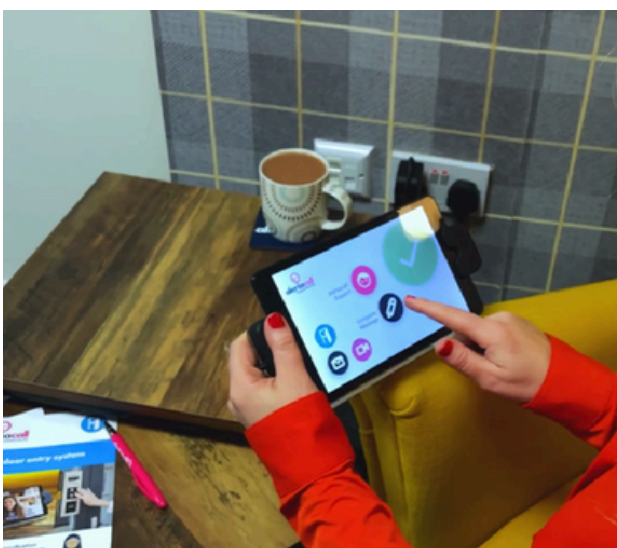
Outstanding Services

In 23/24 our Digital Engagement Coach delivered 93 digital support sessions across 39 independent living properties across all three regions.



At these sessions, they supported 334 residents to develop their skills on a range of digital topics such as web browsing, online security, internet shopping and using our Resident Portal.

These sessions also supported our Well Connected installations at Finningley Lodge, Northolt Court and Tangmere Court, helping our residents in getting used to the Alertacall tablets and registering for our Portal.



New digital well-connected system



Jack, Digital Coach supporting residents

Outstanding Services



We have also installed a further 10 digital noticeboards across our three regions, helping residents become more familiar with digital devices and providing a way for us to get communications and messages to our residents in a timely and engaging manner.

Over these 12 months, we have increased the number of residents registered on our Portal by 34% to 1340. 70% of all new tenancies over 23/24 were registered on the Portal at the start of their tenancy.



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

Outstanding People

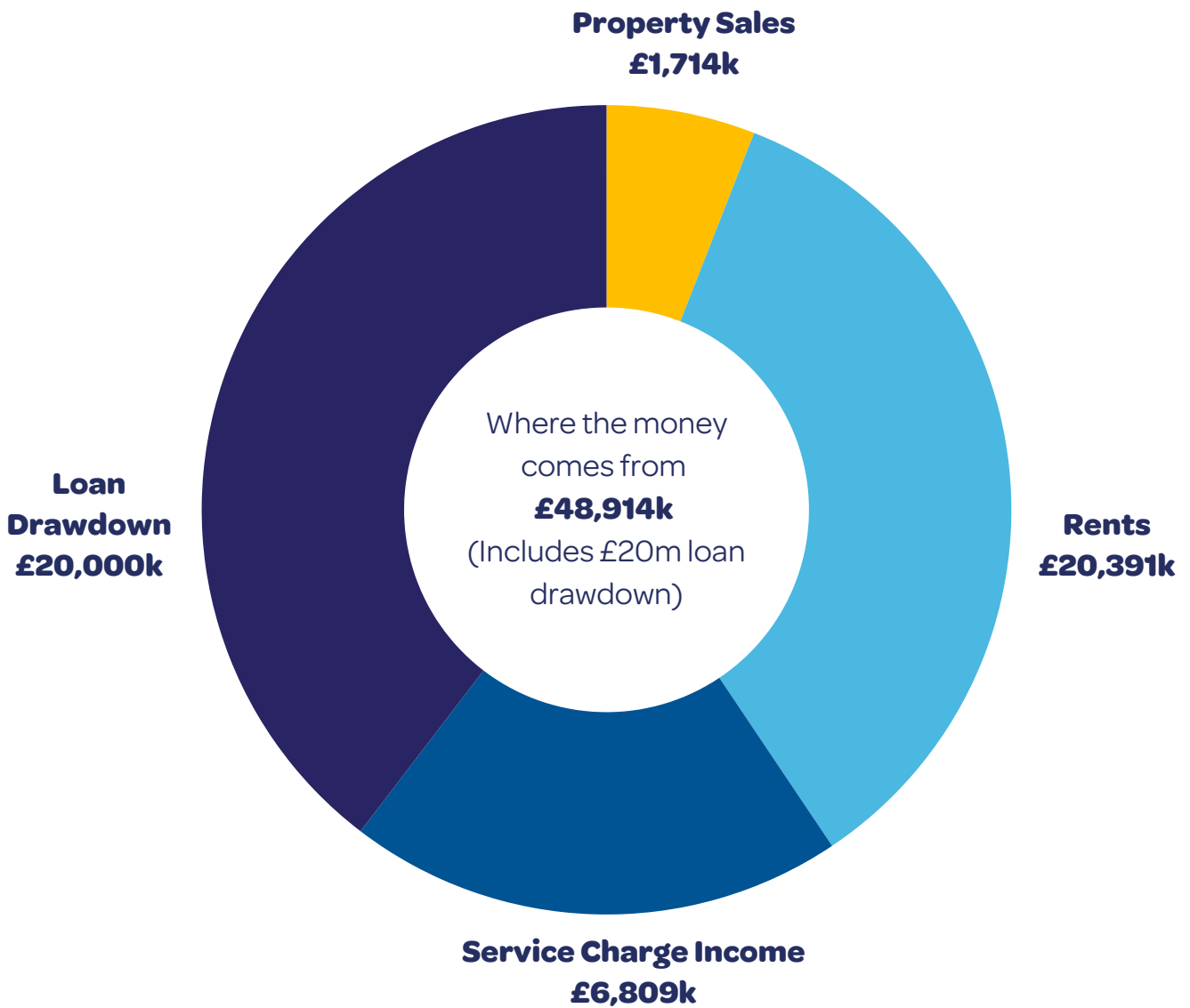


- We have 16 Mental Health First Aiders
- Delivered over 446 hours of training to colleagues
- We continue to be a real living wage employer, paying colleagues at least £11.44 per hour
- Delivered 10 engagement events for colleagues, supporting their wellbeing and our 'valuing we are all different' work, (our approach to equality, diversity and inclusion)
- Continued to give colleagues more flexibility to help them achieve a better work-life balance with the opportunity to buy and sell holiday and a condensed 4.5 day week
- Our mean gender pay gap has reduced from 2.3% to -1.5%
- Johnnie Johnson Housing is a wholly-owned subsidiary of Sanctuary

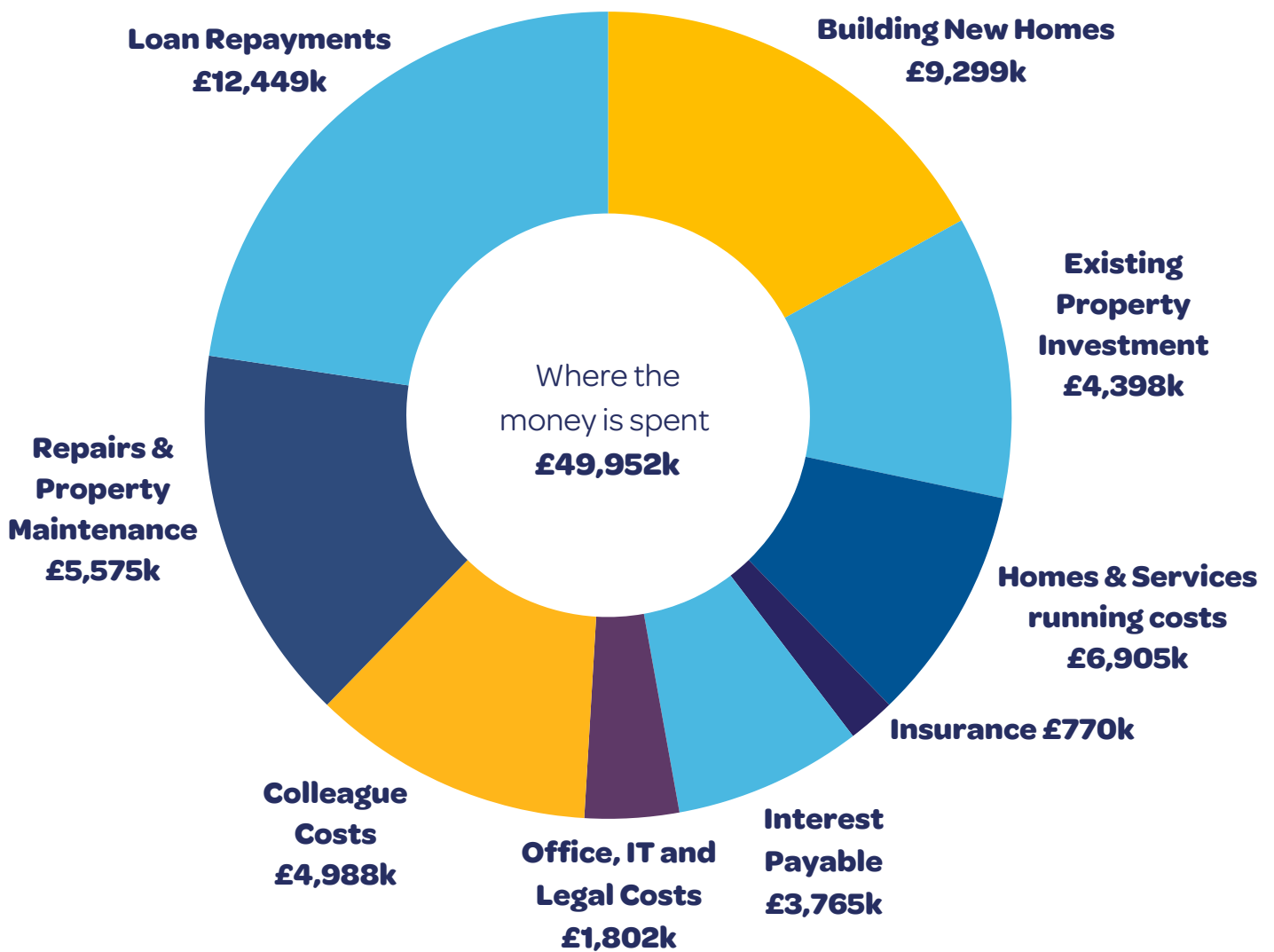


One Team Talk events bring all colleagues together

Outstanding Value



Outstanding Value





Astraline took 870,00 calls during the year which is an increase of 27%. Our Technology Enabled Care (TEC) Team responded to over 650 non-injury falls, which is an equivalent saving of £210,000 to the NHS by not calling out an ambulance, and other associated costs.

In April 2024 Astraline aligned with Sanctuary Supported Living and began a programme of integration with the Technology Enabled Care team which is Sanctuary telecare service.



Contact wins

One of our largest business customers, Cambridgeshire County Council decided to wind up their telecare service and 23/24 saw Astraline win the opportunity to take over responsibility for their 1100 customers, converting them to our own private customers.

This was a landmark win for Astraline and the culmination of 3-year trusted relationship. Transfer is due to take place in early 24/25 and will create £285,00 of revenue for our business and grow our digital private customer base by 130%.



Astraline TEC team



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