

Tenants' Annual Report 2021/22



Welcome to our latest tenants' annual report for 2021/22 which details how we have performed over the year.

We have included the information most requested by our residents and we would like to thank those who took part in the Jigsaw Rewards survey, letting us know what you wanted to know about the Group. The report highlights our key performance in areas such as new homes, neighbourhood plans, complaints, repairs and anti-social behaviour, as well as Jigsaw Rewards, scrutiny panels and Jigsaw Foundation spend.

Following a difficult and challenging year due to the pandemic, we are pleased to have been able to resume all our usual services and progress with our work towards the aims we set following our Jigsaw Conversation consultation.

With support for residents in areas like employment and skills, money and welfare advice, neighbourhood activities, delivering more new homes, as well as investing in our existing ones, we are committed to supporting our people, our residents and our communities.

The information provided in this report is for the period of 1 April 2021 – 31 March 2022.

Covid-19



The Covid-19 pandemic remains undoubtedly the largest challenge Jigsaw Homes has faced as an organisation. Following the initial year of change and adaption to new ways of working, we have now combined remote and office based working, which has enabled us to keep our essential services running throughout, as well as being able to provide extra services.

We have continued to maintain emergency repairs, lettings, revenue collection and respond to anti-social behaviour concerns all year. We are very proud of the work our other teams have also provided, including delivery of food parcels, helping tenants save on energy costs, funding COVID-19 response projects and our Jigsaw Support teams continuing to support our communities.

**Creating homes.
Building lives.**



Performance

The following key performance indicators show how well we did across the Group in the areas you wanted to know about.



Overall repairs satisfaction (target 88%)

88.6%



Satisfaction with gas safety check visit

97.8%



Rent collection (target 99%)

99.79%



Rent loss from empty homes (target 1%)

0.87%



Homes meeting the decent homes standard

99.6%

Our customer hub at our head office in Ashton reopened on 6 September 2021. The service helps with face-to-face customer communication where residents can call in to discuss a range of issues from rent queries and repairs to anti-social behaviour and lettings. The take up has been consistently growing week by week, with an average of 130 customers currently attending weekly. Feedback from customers is that they welcome this opportunity to meet and discuss issues in person.

Property Development

Despite the impact of Covid-19 and delays with supply of materials and labour, we continued our development programme of new build homes. The Group completed **554 new homes** across 18 local authority areas in the North West and East Midlands.

92 homes sold through shared ownership.

462 homes for affordable rent.

We started on site with over 1,000 new homes. This is part of the Group's ongoing commitment to deliver 3,500 new homes by 2026 using loans, grant funding from Homes England and our own resources.





Property investment and repairs



During **2021/22**, Jigsaw Homes continued to invest in improving your homes with around **£58.3 m** spent.

The Jigsaw Homes property investment programme included:



570 new kitchens



348 new windows

568 new doors



234 new bathrooms



423 new roofs



1,401 new boilers



619 new fire doors



3,750 painting programmes

In addition to this, the Group completed **146,970** responsive repairs, including emergencies, urgent, routine and six week jobs.

In 2021/22 99% of emergency repairs were attended and made safe within 24 hours.

The average time taken to complete a non-emergency repair was **13.4** days.

Lettings

Our Tenancy Matters and Lettings teams merged in 2021 to create a Group wide service. Across the Group, in 2021/22 we re-let **2,576** homes. This is **324** more than the previous year.

We have **4,140** active applications for housing on our waiting list, with **685** of these, being current tenants requesting a transfer due to changes in their housing needs.



Jigsaw Foundation

Jigsaw Foundation is our community investment programme aimed at supporting charities, resident and community groups, voluntary organisations, social enterprises and local partner agencies in projects which compliment our Neighbourhood Plans.

The fund has a budget of £450,000 per year. Projects to the value of £24,999 and under are voted on by our residents using Jigsaw Rewards portal.

In 2021/22 we funded **62 projects** across the group **to a total value of £378,124**. The fund was not fully allocated due to the Covid-19 pandemic. Across the 62 projects we funded there have been **15,996 beneficiaries in our communities** including residents, residents' children and other household members. Projects delivered: Jigsaw Homes North 35, Jigsaw Homes Midlands 4, Jigsaw Homes Tameside 23.

We have delivered:



48 projects which focus on health and wellbeing and social inclusion



5 projects on sustaining tenancies



8 projects on environmental improvements



5 projects on financial and digital inclusion



13 projects on employment, individual capacity building, enterprise and training

For more information visit:

foundation.jigsawhomes.org.uk or email jigsawfoundation@jigsawhomes.org.uk

Great Neighbourhoods Funding

This fund is the former Tameside funding and is due to close when reserves run out.

During the year, we allocated **£34,479** to eight projects.

£2,000 remains in the fund to allocate to projects in **2022/23**.

Hardship fund

£50,000 from the Jigsaw Foundation programme was set aside as a 'hardship fund' in **2021/22** to support people in immediate financial difficulty referred internally and via agencies.

This year we approved **91** applications. A total of **£39,242** has been spent assisting residents who have found themselves in severe financial hardship with white goods, floor coverings and furniture products.

With increases in the cost of living, as we step out of a global pandemic, we will be increasing this fund to **£75,000** annually from **2022/23**.

Jigsaw Rewards

Jigsaw Rewards gives residents the opportunity to provide regular feedback on our services and plans for the future.

Members can take part in surveys in return for points, which can be exchanged for gift vouchers or rent credits on their account. We encourage all residents to register so we can capture as many voices as possible. For those who aren't able to engage digitally, we offer postal consultations.

When a survey is completed, the Jigsaw Rewards team works with colleagues across the business to ensure recommendations are put into place.

We now have **2,504 residents signed up** to use the service. In 2021/22 we received **4,013 responses** from our residents across **36 surveys** ranging from a quick online survey, mystery shopping tasks, photo activities, voting on our Jigsaw Foundation community funding and detailed online surveys.

If you haven't already done so, please do sign up to Jigsaw Rewards. For more information visit rewards.jigsawhomes.org.uk



Scrutiny

Knowing what our customers want is vital and that's why our residents' scrutiny panel is so important. Our scrutiny panel members play an important role in bringing about positive changes to the services we deliver.

During 2021/22 we completed two successful scrutiny reviews on anti-social behaviour and repairs satisfaction.

Both reviews were conducted via Zoom, to make sure we had a wider geographical reach. The Jigsaw Foundation team is now working with members of our senior team to ensure that the agreed actions are completed on time.

For a list of the recommendations made click [here](#)

Scrutiny topics for 2022/23 have been chosen by residents and will be on data security and income lost through properties undergoing void works.

Neighbourhood plans

Our Neighbourhood Plan model is our approach to helping improve financial wellbeing, employment and skills, health and wellbeing and environment and demand within our neighbourhoods.

We have 46 plans across the Group, all of which take a uniformed approach, using internal and external data, to enable us to make comparisons between neighbourhoods

and steer resources to those most in need. We have dedicated Neighbourhood Engagement Officers working in each of our priority neighbourhoods and have introduced a range of projects to help improve life for residents, including: employment support opportunities, low-cost food provision, healthy eating initiatives, school holiday activities, training and educational support and environmental projects.

Highlights from 2021/22



2 new food pantries created and facilitated by Jigsaw Homes in Oldham and Miles Platting



7,274 residents received Energy advice



62 residents attended 'Cook and Eat' at home sessions to learn how to cook healthily on a budget



12 residents have received Business Start-up advice with funding



3 new community gardens established with volunteers



62 jobs completed by the HIT Squad (our Neighbourhood Environmental team)



685 residents received Employment Support through the Jigsaw Employment & Training (JET) team



13 community projects assisted by our HIT Squad



454 residents undertook training through JET



49 garden cut backs from the Hit Squad.



20 kickstart placements (Government funded scheme to give 16-24 year olds work experience through six month placements)



88 requests received from employees using 'See it. Report it.' our new tool that allows employees to report issues they see in our neighbourhoods



94 households supported with energy vouchers secured from HACT energy fund.

Your neighbourhood plan can be found on: www.jigsawhomes.org.uk
Creating homes. Building lives





Neighbourhood Safety team

Our dedicated Neighbourhood Safety Team has continued to deliver an effective service to both residents affected by anti-social behaviour (ASB), but also the more vulnerable residents of concern during these unprecedented times. There has been an increase in the number of ASB reports since last year and subsequently an increase in the number of applications for legal action, particularly injunctions. In **2021/22** the team received:

4,210 cases, consisting of:

- 90** reports of tenancy fraud
- 378** concern cards
- 279** safeguarding / support cases
- 3,463** ASB cases

The following legal measures were also taken by the team:

- 101** injunctions obtained
- 26** undertakings obtained
- 17** notices seeking possession
- 15** suspended possession orders
- 15** outright possession orders
- 10** arrests/committal applications

Overall ASB Satisfaction Rates

85% (target 70%) of our residents were satisfied with the handling of their ASB case during **2021/22**.

Hoarding

Our new Hoarding Specialist role aims at supporting individuals to reduce hoarding and sustain their tenancy. The post has now been in place for a year and currently working with **16** individuals across Greater Manchester and Tameside.



Complaints performance

Customer feedback is important to us, it helps us to learn and understand areas where we are delivering services well and areas where we can improve.

You can give feedback by:

- responding to satisfaction surveys
- making complaints and compliments
- giving information to our Connect Advisors when you call us
- taking part in Jigsaw Rewards activities

Between **April 2021** and **March 2022** we handled a total of **156** complaints, a **70, (80%)** increase from the previous year.

Complaint outcomes - complaints closed 2021-22

No service failure – **82** cases
Service failure – **33** cases
Partial service failure – **41** cases

Housing Ombudsman Determinations

Four determinations were received from the Housing Ombudsman. All but one case

found no maladministration by the landlord which supports our fair and efficient complaints handling service.

MP/Cllr enquiries

Between **April 2021** and **March 2022** we handled **761** enquires, an increase of **143 (23%)** from the previous year.

In no particular order, enquiries included:

- Repair and property related issues
- Re-housing and the allocation of properties
- Neighbourhood matters including anti-social behaviour
- Environmental issues such as fly-tipping and trees

Disrepair (legal) cases

Between **April 2021** and **March 2022** we closed **145** cases with **62%** of these cases successfully defended, **32%** settled and **5% (8 claims)** withdrawn. The team also attended four court trials with three of these ruled in favour of the Group.

If you require this document in print please contact the Neighbourhood team at Jigsaw Homes on the contact details below.

For a comprehensive account of the Group's activities please view our [Financial Statements here>>](#)

Jigsaw Homes Group Ltd
Cavendish 249
Cavendish Street
Ashton under Lyne
Lancs
OL6 7AT

www.jigsawhomes.org.uk

