

Tenants' Annual Report

2019/20



Creating homes. Building lives.



Now in our second year as Jigsaw, we continued our enthusiasm to deliver services with the benefits of being a larger Group. We have aligned our policies, procedures and teams to ensure our residents receive a consistently high level of service.

Having surveyed over 200 residents through our Jigsaw Rewards programme, we helped shape this report with what you wanted to know.

We look at our performance in key areas, from new homes delivery and investment into existing homes and repairs to Jigsaw Foundation, Jigsaw Rewards and Scrutiny as well as our progress on the Neighbourhood Plans followed by highlights from our Neighbourhood Safety Team and complaints handling.

The performance information highlighted in this annual report is for the period 1 April 2019 to 31 March 2020.

COVID-19



The COVID-19 pandemic has affected almost every aspect of our lives, and is undoubtedly the biggest challenge Jigsaw Group has faced as an organisation. It was vital that our teams responded by keeping essential services running. In some cases our employees were deployed to other areas of the business to make sure this happened.

During lockdown we maintained vital services such as emergency repairs, lettings, revenue collection, tenancy matters, dealing with anti-social behaviour and support for our most vulnerable tenants through our Jigsaw Support teams.

**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.



Rent collection
(Target: 99%)

100.26 %



Satisfaction with gas
safety check visit

96.79%



Overall repairs satisfaction
(Target: 88%)

88%



Rent loss from empty homes
(Target: 0.98%)

0.73%

Property development

Helping tackle the housing crisis remains at the heart of what we do. During **2019/20**, Jigsaw Group built **532** new homes across **16** local authorities.



355 homes for rent
158 homes for shared ownership
19 homes for rent-to-buy.

We are committed to deliver a further **1,550** new affordable homes by **2022**.

These will be funded by a combination of our own resources and loans and grants received from Homes England.

This will help increase our total number of homes to over **36,000** homes.





Investment and repairs

We continued to invest in our properties through our maintenance programme, carrying out works worth:



£8million - New Charter Homes
£2.6million - Jigsaw Homes Midlands
£3.8million - Adactus Housing Group



306 new kitchens



217 new roofs



11 rewires



1037 boiler replacements



476 window and door replacements



3768 painting programmes



253 new bathrooms

In addition to this the Group completed **109,953** responsive repairs, including emergencies, urgent, routine and 6 week jobs.

98.4% of emergency repairs were attended and made safe within 24 hours.

Lettings

Across the Group, we re-let **2,735** homes. **343** of which were newly built properties. The Lettings team introduced new e-signature software this year to enable digital signing of documents. This helped reduce costs and travelling time.





Jigsaw Foundation

The Jigsaw Foundation fund is our community investment programme. It supports projects which help improve the health and wellbeing of our communities and helps get people into employment, enterprise and training, helps to promote financial and digital inclusion, it also goes towards improving the environment within our communities and helps our residents sustain their tenancies.

The Jigsaw Foundation has a budget of **£450k** per year and offers funds for projects which make a difference to the lives of our residents and their communities.

Any projects to the value of **£24,999** and under are voted on by our Jigsaw Rewards members.

This year we have funded projects in the following neighbourhoods to a total value of £494,339 (this includes funding from the former Great Neighbourhoods Fund) .

Adactus Housing Association **21**
AKSA **3**
Beech **4**
Chorley Community Housing **7**

Jigsaw Homes Midlands **5**
Jigsaw Support **5**
Miles Platting PFI **7**
New Charter **27**

We have delivered:



79 projects which focus on health and wellbeing and social inclusion .



33 projects on employment, individual capacity building, enterprise and training.



12 projects on financial and digital inclusion.



16 projects on environmental improvements .



16 projects sustaining tenancies.

For more information visit:
foundation.jigsawhomes.org.uk or email
jigsawfoundation@jigsawhomes.org.uk

Jigsaw Rewards

Our award winning Jigsaw Rewards programme is an innovative platform through which our residents give us feedback on our services and our plans for the future. Members can take part in surveys in return for points, which can then be exchanged for gift vouchers or rent credits on their account.

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



64 surveys conducted
6,921 responses



This year the team achieved its target of **5%** of all residents using Jigsaw Rewards.

Join in the 'Jigsaw Conversation'.

We are now looking to the future of Jigsaw Homes and we want you to join in the conversation.

We are asking you, and everyone that works with us, to let us know what you think we do well, what you would like us to improve on and what you think our priorities should be over the next few years. As well as through Jigsaw Rewards, we will be sharing ways to



join the Jigsaw Conversation on our website and via social media, so look out for those too.

If you haven't already done so, please do sign up to Jigsaw Rewards. It's quick and easy and in return, you will receive points that can be exchanged for gift vouchers or credits on your rent account.

For more information visit
rewards.jigsawhomes.org.uk



Scrutiny

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

During 2019/20 we looked at the following:

'Connect - Lost calls & enquiries resolved at first contact'

11 recommendations made / **10** completed.

'Fire risk assessments'

13 recommendations made / in progress.

Neighbourhood plans

We're a year into our three-year neighbourhood plans. The plans show how we will help to improve issues such as poverty, unemployment, health, property condition, lettings performance and the desirability of a neighbourhood.

They also look at the satisfaction of residents, anti-social behaviour and

the amount of rent arrears. We've taken a uniformed approach across all 61 of our neighbourhoods so we can see comparisons between neighbourhoods and steer resources to those most in need.

We've made great progress and have successfully targeted resources for each of our five themes.

1. Neighbourhood experience

We can gauge the popularity of a neighbourhood using data around anti-social behaviour, abandoned properties, and tenancies ending in less than 12 months.

This year we've seen minimal abandonment or short term tenancies in any of our neighbourhoods. This is partly due to the way we help people understand the proper way to end a tenancy.

Our Neighbourhood Safety team is dedicated to tackling anti-social behaviour and although levels of anti-social behaviour are high, there has been limited street level ASB with the most cases being individual households causing disturbances.

Read the Neighbourhood Safety section of this report for more info on ASB.

2. Community insight

This theme relates to unemployment, poverty, health and education. We have dedicated Neighbourhood Engagement officers working in each of our priority neighbourhoods and we 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 2019/2020



662 People supported by our employment programme.



15 attendees per week at our Memory Cafes for people living with or caring for people with Dementia.



90 people supported each week at our two low-cost food provisions.



23 community environmental projects carried out by our HIT Squad, our environmental improvement team.



85 residents recieved energy saving advice.



220 children enjoyed breakfast and social interaction at our two Primary school breakfast clubs weekly.



130 residents took part in weekly exercise sessions .



63 individual gardens transformed.

3. Property condition

A neighbourhood's property condition is based on repair costs, repair satisfaction and fuel efficiency of properties.

If we see high volumes of repairs being needed in a neighbourhood we can investigate and schedule planned works.

Fuel efficiency is considered on all new builds and on major works and constant improvement of our properties remains a priority.



4. Demand

The re-let teams have monitored demand for our properties throughout the year which helped us tailor our approach to each neighbourhood. In neighbourhoods where we have witnessed lower demand, we have improved the way we promote our properties and the letting standard which have helped increase demand.

5. Money management

Our rent payment data allows us to see if any particular neighbourhoods have higher levels of arrears, so our money management team can provide targeted money and budgeting advice to those areas.

The team works closely with the DWP to ensure we know of new Universal Credit claims early. We can then create personalised payment plans, conduct budgeting training sessions, carry out welfare benefit and debt advice, and help economically inactive households with referrals to Motiv8. As a result of this work we've seen improvements in rent arrears rates in a number of neighbourhoods.

NEED SUPPORT TO GET BACK ON TRACK?



- Aged 25 or over?
- Not in work or training?
- Live in Greater Manchester?
- Got lots of challenges and barriers preventing you from getting back on track?

Get in touch and see if Motiv8 can help:

0161 331 2048

info@manchesterbbo.co.uk



VISIT WWW.MOTIV8MCR.ORG TO FIND OUT MORE



Neighbourhood Safety team

Our Neighbourhood Safety team tackles anti-social behaviour and supports those affected by it. Other teams within the organisation can raise issues to the Safety team via concern cards and this year saw the number of concerns raised almost triple. This is down to an increased vigilance and awareness of safeguarding matters across our teams.

In 2019/20 the team received:

3,462 new ASB cases
25 reports of tenancy fraud
447 concern cards
240 safeguarding / support cases

The following legal measures were also taken by the team:

54 injunctions
16 undertakings
6 suspended possession orders
8 outright possession orders
10 committals

Overall ASB satisfaction rate: 81.4% (target: 70%)





Complaints performance

When you tell us you're unhappy with us, our priority is to try and put things right quickly and without the need for lengthy investigations. This is called the 'Put it Right' stage and the majority of our complaints are resolved here. If we're unable to put your complaint right, we move onto the 'Investigate It' stage.

We handled a total of **84** complaints at the 'Investigate It' stage.

Jigsaw Homes Midlands: **8**

New Charter and Aksa Homes: **30**

Adactus (including Beech, Chorley, Miles Platting): **46**

The highest number of complaints 43 (51%) were related to repairs and property related issues. The other areas of the business we received complaints for were:

Neighbourhoods – Anti-Social behaviour: **13**
Tenancy matters: **6**
Allocations: **2**
Other: **1**

Planned investment work: **9**
Development: **1**
Shared ownership/leasehold: **3**
Rents/Income management: **1**
Staff: **1**
Other: **4**

Complaint outcomes

49% of complaints were upheld or upheld in part and what we learn from this is used to improve the quality of our services.