

Vision to 2020

Creating confident communities



Two years on...

Promoting excellence

We are committed to providing fair opportunity to access information.
If you would like information in another language or format, please ask us.

Amharic

አላማችን ለሁሉም ሰው እኩል አድርገን በማየት፣ ማስታወቂያ ወይም ደግሞ መምሪያ የማግኘት ለሁሉም እኩል እድል መስጠት ነው።
በሌላ ቋንቋ ወይም ደግሞ በሌላ ዓይነት ቅርጽ ወይም ደግሞ መምሪያ መስጠት ከስፈላጊቱ አብክሞት ከኛ ጋር ተገናኙ።

Farsi

ما متعهد می باشیم که موقعیت متصفه برای دسترسی به اطلاعات فراهم آوریم. اگر شما این اطلاعات را به زبان یا شکل دیگری میخواهید، لطفاً با ما تماس بگیرید.

French

Nous nous engageons à donner à chacun la possibilité d'avoir accès à toutes nos informations.
Si vous souhaitez obtenir des informations dans une autre langue ou sous une autre forme, veuillez nous le faire savoir.

Kurdish Sorani

ئێمه پابه‌ندین به دابینه‌کری زانیارییه‌کان به شیوه‌یه‌کی ره‌وا و په‌کسان. ئەگەر ده‌ته‌ویت زانیارییه‌کانه‌ت به زمانه‌کی تر یان به شیوازیکی تر بۆ دابین بکریت، تکایه پێمان بێ.

Polish

Naszym celem jest zapewnienie należnego dostępu do informacji.
Prosimy zwrócić się do nas celu uzyskania informacji w innym języku lub formie.

Tigrinya

ብዘይ ምድላው ዘሎ መምርሒ ወይ ክል ኣብራታ ከንግብ እዩ ዓላማና። እንተድኣ ብካል ቋንቋ ወይ ክል ቅርጺ ትደልይዎ መምርሒ ወይ ክል ኣብራታ ኣሎ ኮይኑ ብከብራትኩም ተወክቲና።

Urdu

ہم نے معلومات تک رسائی کا مناسب موقع فراہم کرنے کا عزم کر رکھا ہے۔ اگر آپ معلومات کسی اور زبان یا شکل میں حاصل کرنا چاہتے ہیں تو براہ مہربانی ہم سے بات کریں۔



INVESTOR IN PEOPLE



Customer Service Excellence

March 2008

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Call: 0845 8 507 507

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or email: communications@wdh.co.uk

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Welcome

Over the last 12 months Wakefield and District Housing (WDH) has continued to make huge strides towards our first milestone to 2010 - to create neighbourhoods where people want to live.

Our efforts to make a real difference to the lives of our tenants and residents have been recognised by a number of high profile bodies with the Government's Charter Mark award for excellence in customer service, the Housing Corporation's three green lights and the Audit Commission's three stars and excellent prospects. As the first large scale housing organisation in the UK, to achieve a three star 'excellent' rating, this is something we are particularly proud of.

We will continue to work with our partners to make positive changes throughout the district.

Kevin Dodd



Creating confident communities



“Our commitment to creating confident communities is there for everyone to see, with initiatives such as Community Leadership and Homebuilder making a real difference to the lives of our young people.

“We are delighted with the recognition we have received for our ongoing efforts to change local life by introducing tomorrows thinking today.”

Ken Taylor, Chair of the WDH Board

Creating confident communities

Our commitment to improving lives is clear. In our Vision to 2020 we state through partnership working we will:

Build a more competitive knowledge economy through:

- Supporting entrepreneurship.
- Encouraging local innovation.
- Developing an educated, skilled and flexible workforce.

Improve economic prospects by:

- Reducing deprivation and inequality.
- Improving health and tackling crime.

Promote self sufficiency through:

- Sustained investment.
- Developing future leaders.

Improve the quality of the environment by:

- Investing in housing.
- Promoting respect.
- Improving green and open spaces.

Milestone 2010 - “Creating neighbourhoods where people want to live...”

Our first milestone towards reaching our Vision to 2020 will be achieved by creating neighbourhoods where people want to live.

Our Vision states:

We will improve neighbourhoods by:

- Recognising that all communities are different and respecting their individual values, qualities and character.
- Supporting strong community leadership and providing opportunities for people to realise their full potential.
- Promoting high quality design and improvements.
- Reinforcing local pride, encouraging community engagement and developing citizenship.
- Introducing community mentors and offering scholarships and training.

See what we’ve achieved so far...



“Communities are different...”



Our new look Service Access Points opened last year offering first class information and services in prime town centre locations. In addition we are now introducing Information Access Points within community centres across the district to ensure we offer our information and services in convenient locations.



During 2007 we revised our Equality and Diversity Strategic Framework, which sets out how we will respond to the needs of all sections of our diverse community.



We have worked in partnership with Mediation Yorkshire to develop a free and independent mediation service that is available to everyone throughout the district to help them resolve disputes.



Our Care Link service has gone from strength to strength with the introduction of the Rapid Response service. This latest development enhances the service and enables visits from support workers in an emergency situation offering peace of mind 24 hours a day, 365 days a year.



Providing peace of mind

Care Link's Rapid Response service provides a helping hand when it is needed most. Trained employees are available at any time of the day to visit customers if they have fallen or had an accident in their home. A support worker aims to arrive within half an hour of being alerted and can offer first aid and help to people in their own home.

Care Link Operators can stay in contact whilst help is on the way and can also contact family, friends and emergency services too. This new service is initially being offered to people who have been assessed as needing it as part of their care plan. It is proving to be a great success with emergency hospital visits being prevented.

Did you know 14,787 vulnerable people need our support?

delivering promises, improving lives

“Supporting strong community leadership...”



Now in its second year, our Community Leadership Programme is taking a further 180 young people through life changing experiences that will challenge and prepare them for their last years at school and beyond.



We have funded a successful programme organised through our partnership with Wakefield Youth Offending Team and implemented by Nacro, the crime reduction charity. This encourages young people away from criminal and anti-social behaviour.



Already 14 tenants have worked through the Chartered Institute of Housing’s Level 2 – Certificate in Community Action. This recognises the good work that individuals already do and gives them the opportunity to find out more about housing and communities.



Our efforts to tackle unemployment and worklessness through initiatives including Wakefield Homebuilder, Junior Homebuilder and the Community Leadership Programme are seeing major successes.



Tomorrows thinking, today

WDH has, in partnership, provided a 'one stop approach' for all employment training throughout the Wakefield district. Our Homebuilder Model delivers jobs, skills and enterprise to workless people.

Our Homebuilder Model enables us to generate training and development opportunities for anyone by developing life skills, technical ability, experience and confidence to gain full time sustainable employment.

A constant review of the programme ensures the skills developed locally work towards addressing the employment skills shortage nationally.

Over 200 people have developed skills through one of our programmes

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Promoting high quality design and improvements...



Our programme of providing new affordable homes across the district has gone from strength to strength. Tenants and residents soon made themselves at home when they moved into our first new build properties in Castleford in August 2007.



Our Improvement Programme has now transformed over 10,000 homes – that's more than a third of all our properties. And with the Housing Corporation's approval we will now be able to bring all properties up to the 'Wakefield Standard' by 2012, three years earlier than planned.



Our commitment to tackling climate change is clear to see and will be delivered through our Climate Change Strategy which will lead to WDH going carbon neutral by 2016.



We are continuing to work closely with partners such as Groundwork Wakefield to ensure open spaces in and around our estates are improved and have produced Blueprints which give tenants a real say about improvements to their environment.



More new homes on the way

Following the success of our first new build properties in Castleford, our ambitious plans to provide affordable homes are now well underway.

Our second development in Ferrybridge was completed in January 2008 and will lead to 123 new homes in the area.

Properties are available to buy outright, or for shared ownership as well as for rent through Homesearch.

We will continue to work in partnership with other forward thinking organisations to find innovative ways of providing sustainable mixed tenure homes to tackle the housing shortage in the district.

1,900 more affordable homes are required throughout the district

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“Reinforcing local pride, community engagement, citizenship...”



Homesearch, our lettings service, has enjoyed a phenomenal response since its launch in February 2007. So far more than 118,000 people have expressed an interest in available properties, most using the internet to do so.



We continue to put tenants at the heart of everything we do through a wide range of events and groups. We have recruited Tenant Inspectors to ensure the information and services we offer continue to meet our high standards, as outlined in our Customer Charter.



In September 2007 we launched ask:ted, an initiative to help the district's tenants and residents manage their money and stay clear of debt. Through the website www.askted.org.uk and a series of 'Money Matters' information sessions we have been able to help tenants out of rent arrears and enjoy a better quality of life.



To support our commitment to the Respect Housing Management Standard we have launched the district's first independent mediation service, held anti-social behaviour awareness sessions, supported 15 tenants and residents in the national 'Taking A Stand Awards' and funded a further seven Police Community Support Officers.



The key to success

Nearly 2,500 people have successfully applied for a property in the first year of Homesearch.

Of the 118,000 plus expressions of interest received, almost two thirds have been made at the push of a button - using the latest technology.

Homesearch members aged 60 and over make nearly half their expressions of interest electronically, with many also making them over the counter at Service Access Points.

Following the success of Homesearch, members now have even more choice. Three other Registered Social Landlords now advertise their properties with us and as the service develops it is expected that even more landlords will come on board.

25,000 people want a WDH home

“Introducing community mentors and offering training...”



Our employees are involved in mentoring schemes at schools across the district. Through mock interviews and career fairs mentors give students the boost they need to prepare them for life after GCSEs.



14 to 15 year olds from local schools sampled careers when members of our Technical Services team visited them to teach basic bricklaying, plumbing and joinery skills. These successful sessions were extended to a group of 14 unemployed people in December 2007.



The newfound skills of our Homebuilder trainees have been put to the test in a series of community projects – fitting new plug sockets, plastering, constructing safe walkways and building patios for tenants and residents to use.



Our new apprentice scheme has welcomed 10 more young people into our Technical Services team. They are working alongside experienced colleagues, and completing NVQ recognised college courses.



The skills of our apprentices are already being put to the test.

Three of them went along to Normanton Freeston High School during National Construction Week to help students construct three shelters for outdoor technology lessons.

The shelters will be used by students learning bricklaying, plumbing and painting and decorating skills while studying for a BTEC Skills For Working Life course in Practical Skills.

Skills and qualification levels are low in the district, ranked 350 out of 408 in the UK

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“We are extremely proud of our achievements during this last year and delighted to obtain the three star rating with excellent prospects from the Audit Commission. This is a fantastic achievement for us in only our second year of operation.

“This is testament to the inspirational team we have at WDH, a team we continue to invest in and who will continue to be the driving force behind positive change throughout the Wakefield district.”

Kevin Dodd, Chief Executive of WDH

Vision to 2020

Creating confident communities



Promoting excellence



Vision

to create confident communities

Mission

to inspire, transform and promote excellence

Values

to be creative, inclusive and work with integrity

Wakefield and District Housing
Merefield House, Whistler Drive, Castleford, WF10 5HX



Wood fibre from sustainable forests

March 2008

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