

Vision to 2020

Creating confident communities



2009 - Countdown to our
first milestone

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

Amharic

እላማችን ለሁሉም ሰው እኩል እድርገት በማግኘት ግንባታ-ወቅያኖ ወይም ደግሞ መምሪያ የማግኘት ለሁሉም እኩል እድል መስጠት ነው። በሌላ ቋንቋ ወይም ደግሞ በሌላ ዓይነት ቅርጽ ወይም ደግሞ መምሪያ መስጠት ከሰፈራዊ እባክዎት ከኛ ጋር ተገናኙ።

Farsi

ما متعهد می باشیم که موقعیت منصفانه 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 بابەئێدین به دابینکردنی زانیارییهکان به شیوهیهکی رهوا و بهکسان. ئهگه دهتووت زانیارییهکانته به زمانیکی تر یان به شیوازیکی تر بۆ دابین بکړت، تکایه پیمان بلی.

Polish

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

Tigrinya

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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



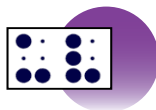
Customer Service Excellence

April 2009

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Any other format

Call: 0845 8 507 507

Write to: The Communications Team at
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or email: communications@wdh.co.uk

This document is also available electronically at
www.wdh.co.uk

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Welcome

Over the last 12 months Wakefield and District Housing (WDH) has continued to invest in people, properties and places as we prepare to reach our first milestone of 2010 - to create neighbourhoods where people want to live.

With the economic slowdown having a profound impact on peoples' lives our commitment to creating confident communities has never been clearer. Our robust business plan has improved services for tenants and residents with satisfaction levels maintained at 85%. We will continue to work in partnership with other organisations to extend our influence to ensure our services carry on playing a positive part across the district while offering value for money too.

Kevin Dodd, Chief Executive



Creating confident communities



'I'm delighted with the progress we have made towards our first milestone. Whether it's our Improvement Programme, new build properties or environmental improvements – it's clear to see we have made huge strides to create neighbourhoods where people want to live.'

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.

- Support entrepreneurship.
- Encourage local innovation.
- Develop an educated, skilled and flexible workforce.

Improve economic prospects.

- Reduce deprivation and inequality.
- Improve health and tackling crime.

Promote self sufficiency.

- Sustain investment.
- Develop future leaders.

Improve the quality of the environment.

- Invest in housing.
- Promote respect.
- Improve 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 by 2010.

Our Vision states:

We will improve neighbourhoods by:

- recognising that all communities are different and respecting their individual values, qualities and characters;
- 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; and
- introducing community mentors and offering scholarships and training.

See what we've achieved so far...



‘Communities are different...’

We have introduced three **service information points** across the district to ensure even more people can access our services from the heart of their community. They feature easy to use electronic kiosks offering a wide range of services at the touch of a button.

Our commitment to promoting diversity and inclusion has gone from strength to strength. In addition to our annual diversity day events we also celebrated ‘**The European Day of Languages**’ to promote understanding between different communities in the district.

We were selected as a trailblazer organisation by the **Tenant Services Authority (TSA)** to roll out its National Conversation. This will help to form an overall picture of what tenants want and expect from their landlord. We look forward to working with the TSA to set standards to form the new regulatory framework.

Our **Care Link** service continues to offer peace of mind and promote independence to vulnerable people across the district. It has proved so popular that it is now being offered to non-WDH tenants.

Tenant inspectors ensure the information and services we offer continue to meet our high standards which are outlined in our Customer Charter.



In focus...



Setting standards

We were delighted to be named as one of the TSA's trailblazer organisations, along with 26 other housing associations, to roll out its National Conversation. We were selected for our track record in involving tenants to deliver first class services. Feedback will now help the TSA to form an overall picture of what tenants want and expect from their landlord.



‘Supporting strong community leadership...’

Five WDH employees’ **marathon** efforts raised over £37,000 for the local community when they completed the 26.2 mile course in London in April 2008.

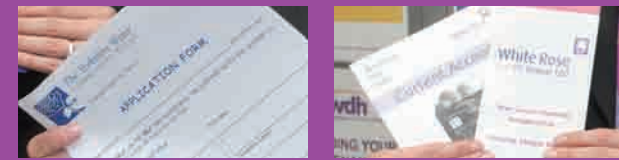
We have now helped nine tenants and residents to gain qualifications through the Chartered Institute of Housing’s (CIH’s) **Active Learning Programme**. This helps people to become more involved in their community.

Our **Money Matters** sessions are helping people to manage their finances more effectively. These are an important part of our overall approach to tackling exclusion and debt.

Our **Community Leadership Programme** has now helped over 540 young people from across the district to learn and challenge themselves. We believe the initiative is helping to raise esteem and academic attainment levels.

Over 200 green-fingered tenants and residents from across the district attended our **Annual Garden Awards** ceremony to celebrate their efforts of improving the appearance of the district.

In focus...



Money Matters

As the economic climate affects people across the district we have continued to offer tenants a wide range of support, help and advice. In addition to holding Money Matters sessions our dedicated Debt Advice Team has helped in over 2,400 cases. This has been supported by a partnership with the White Rose Credit Union in addition to employing a Community Employment Advisor to help support tenants seeking employment.



‘Promoting high quality design and improvements...’

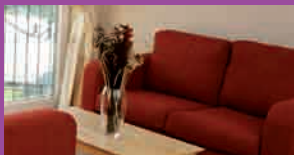
Our £700 million **Improvement Programme** has now transformed over half of our properties to the Wakefield Standard – providing thousands of tenants with modern accommodation.

Monument Mews, our first independent living scheme to be modernised as part of our Improvement Programme, was completed in 2008. Residents are now enjoying fantastic new facilities which are promoting independent lives.

Properties at our **Ryder Mews** development include solar panel and energy saving technology. These features can reduce energy bills by up to £120 a year, which is between 20 and 30% of the annual gas bill.

Our first renewable energy development at **Oakenshaw Street** in Wakefield has been completed, consisting of three and four bedroom townhouses, boasting a whole range of environmental features. These include ground source heat pumps which take natural heat out of the ground and then redistribute it around the properties – cutting fuel bills and harmful emissions.

In partnership with Groundwork Wakefield we have continued to make massive **environmental improvements**. Tenants and residents have played a part in these changes - literally changing the local landscape.



In focus...



Monumental improvements

The new look Monument Mews Independent Living Scheme in Pontefract has changed the lives of those residents who live there. They now benefit from first class facilities which promote independence. Many improvements include aspects of 'Lifetime Homes' standards to ensure properties can be adapted to tenants' changing needs.



‘Reinforcing local pride, community engagement, citizenship...’

Since its launch in February 2007, our lettings service, **Homesearch**, has continued to prove a real hit – attracting over 15,000 new applications since it was launched. We have teamed up with other local housing associations to extend the number of properties available.

Our **Summer Roadshow** took to the district to see how we and our tenants and residents can tackle climate change. Ideas have been used to develop our Climate Change Strategy and led to an award from the Sustainable Homes Index For Tomorrow (SHIFT) for our commitment to going green.

Local individuals and groups who make a positive difference to their local area were honoured at our **Community Awards**. The overall winner was awarded for his tireless work of tackling antisocial behaviour.

Taking a walk in the fresh air has a double meaning for tenants and residents when they take part in **Estate Walks**. Not only do they get healthy exercise but they also get the chance to highlight issues important in their neighbourhood with our Estate Management Team.

Tenants and residents reviewed the Tenants Handbook as part of the **2009 Tenant Challenge Day**. They compared some of the issues against the 1950s version.

In focus...



Shaping our services

Our all singing, all dancing 2009 Tenants Challenge Day gave tenants the opportunity to compare our Tenants Handbook against the 1950s version. They specifically looked at the values and aspirations that we have for our communities to make them an even better place to live.

This is just one of many ways that tenants can get involved in shaping our services.



‘Introducing community mentors and offering training...’

We welcomed 20 new **apprentices** onto our exciting new development programme to nurture skills for the future. They were chosen from more than 600 hopefuls and are now working in our technical and office based teams.

We have teamed up with a **Rugby League Community Development Team** to help them continue their success of bringing sport back into the lives of young people.

To ensure we have the right skills, leadership and motivation to further enhance and deliver services for tenants and residents we have embarked on an ambitious organisational change programme called ‘**Shaping our Future**’.

We are delighted to have won a prestigious award at the **Master Builder of the Year Awards** in recognition of our effective training and development initiatives – which are having an impact on the wider community.

As part of our Community Leadership Programme our employees now act as **mentors** in schools sharing their knowledge and experience to coach students through exams and beyond.



In focus...



Nurturing skills for the future

Chosen from more than 600 hopefuls our apprentices followed a rigorous selection process and have started work in our technical and office based teams. As part of their ongoing training programme they have put their new-found skills to the test when they spent a week tackling activities such as rock climbing and abseiling.

This is just one of our programmes which promotes life long skills which helps people to equip themselves for employment.



‘Our clear vision to reaching our first milestone has ensured we have continued to deliver excellent services and help to improve the district. Our commitment to delivering business excellence will help increase tenant satisfaction levels.

‘This approach will ensure we can continue to invest in people, properties and places and create a vibrant community where people want to live despite the current economic climate.

‘We look forward to working further with the TSA to ensure all tenants can enjoy a three star level of service.’

Kevin Dodd, Chief Executive

A year of achievements in pictures



March 2008



April 2008



May 2008



June 2008



July 2008



August 2008



September 2008



October 2008



November 2008



December 2008



January 2009



February 2009

delivering promises, improving lives



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

April 2009

delivering promises, improving lives