



About us as an employer

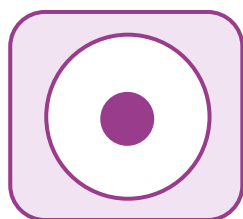
www.wdh.co.uk

delivering promises, improving lives

**If you need this document in another format
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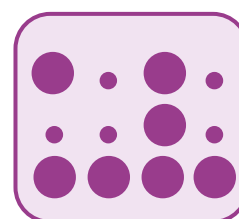
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0845 8 507 507 (Text Relay calls welcome)



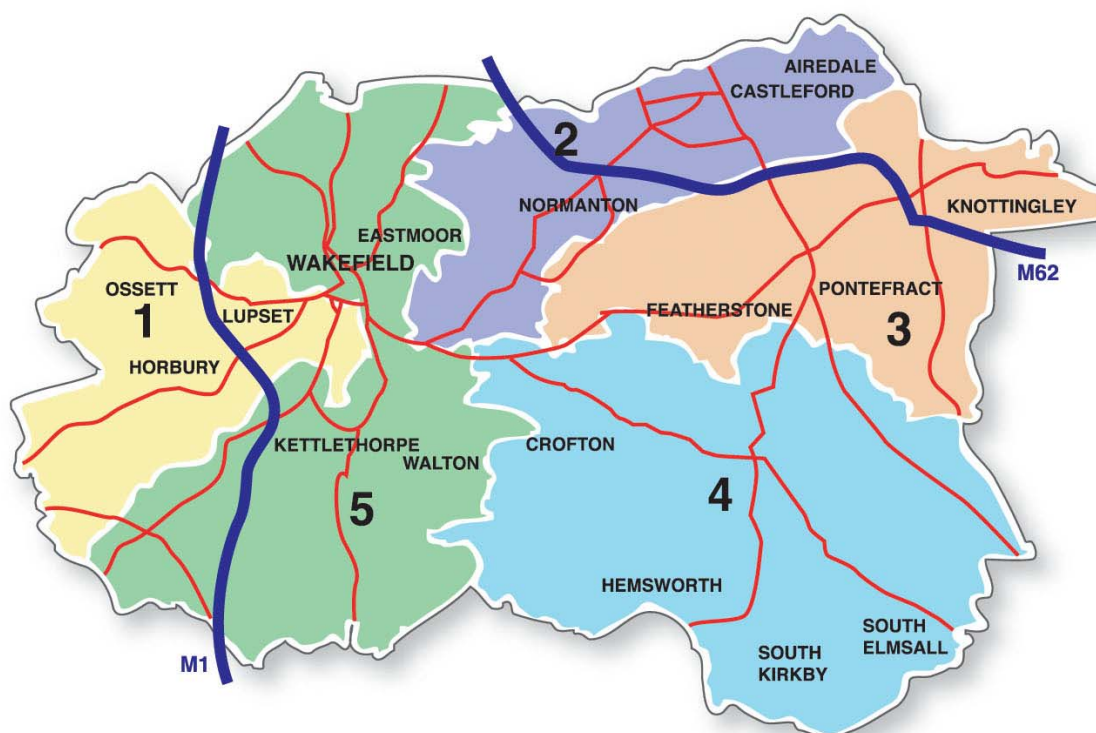
communications@wdh.co.uk

(calls to OneCALL may be recorded for training purposes)

Who are Wakefield and District Housing (WDH)?

Over 100,000 people live in WDH's 31,000 homes throughout the Wakefield district. There are five management areas reflecting the unique history of the market towns of Ossett, Castleford, Normanton, Pontefract, Featherstone and Hemsworth and the surrounding communities of Horbury and Crofton.

Management Areas

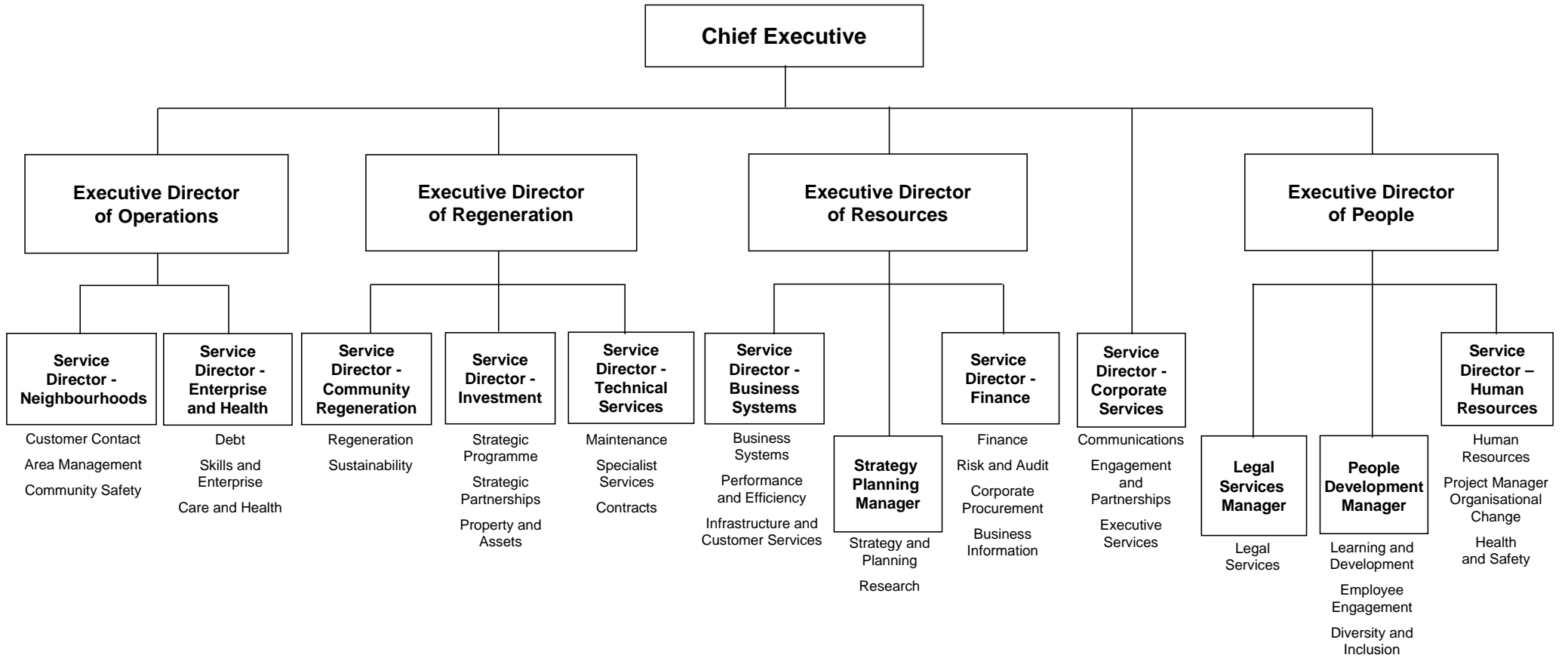


	Properties managed as at March 2011
Lupset, Ossett and Horbury (Area 1)	6,579
Castleford, Airedale and Normanton (Area 2)	6,294
Pontefract, Knottingley and Featherstone (Area 3)	7,015
Hemsworth, South Elmsall and Crofton (Area 4)	5,318
Wakefield City and Rural (Area 5)	6,141
	31,347

Key Facts

- WDH is one of the country's largest registered housing providers.
- WDH achieved three stars from the Audit Commission with excellent prospects for improvement in 2007.
- WDH is a registered charity - number 1107623.
- WDH own and manage over 31,000 houses for families, elderly people, single and vulnerable people.
- WDH's homes are a mix of houses, bungalows, maisonettes and flats, some of which are high-rise blocks; all to be improved to the Wakefield Standard.
- WDH manage over 50 independent living schemes for elderly and vulnerable people.
- WDH has over 19,000 young people under the age of 18 living in its homes.
- WDH has a presence in, and representation from, local communities through our modern and interactive service access points and five local management committees.
- WDH employs over 1,400 people, including a multi-tasked and highly skilled maintenance workforce.
- OneCALL operates 24 hours a day, every day of the week delivering front-line services.
- WDH's OneCALL service takes over 18,000 incoming calls a month relating to repairs, antisocial behaviour, rents and general enquiries.
- In any 24 hour period, WDH has 400 vehicles on the road being used by its employees who are repairing, maintaining and improving our properties.
- WDH's unique partnership with West Yorkshire Police, through its Tenancy Support Team, is reducing antisocial behaviour and the fear of crime on housing estates.
- WDH is an Investor in People Gold and a Customer Service Excellence (The Government Standard) accredited organisation and aims to be an employer of choice.
- WDH provides a range of specialist services to meet the needs of vulnerable people.
- WDH has been awarded the Corgi Certification Ltd (CCL) Quality Mark.

WDH Structure



What we can offer you

Salary

All of our positions have competitive salaries.

Hours of work

Many of our positions work flexi time, and for full time jobs a normal working week is 37 hours.

Work-life balance

We offer a number of initiatives to ensure our employees are able to achieve work-life balance. In addition to flexi time, the majority of our positions are available on a job share basis. We offer the option of term time working and, after a qualifying period, employees can apply for a career break.

Travel at work

For those employees who need to use their own car for approved business mileage we pay a mileage rate and a monthly lump sum is paid to those positions deemed to be 'essential' car users. For many of the positions within the Maintenance Section a van is provided, which employees can use for travel to and from work.

Pension

The Local Government Pension Scheme (LGPS) is available to all WDH employees who have a contract of three months or more.

All eligible WDH employees will have to elect to become a member of the LGPS at the start of employment. You will not automatically become a member.

Holiday

All employees get a minimum of 25 days holiday, increasing to 30 within five years service. This is in addition to the eight statutory holidays.

Employee Benefits

- Eyesight tests in conjunction with Specsavers.
- Professional help for individuals who want to quit smoking.
- Savings and loans through the White Rose Credit Union.
- Salary deductions to a number of health plans.
- 15% discount on Metro Card.
- Flexible working arrangements.
- Free tea and coffee for all employees.
- Discounted corporate gym membership at a number of gyms.
- Childcare vouchers.
- Various retail discounts.

We are negotiating further benefits.

Employee Communications

WDH believes that employees should be involved in the development of the organisation and always listens to their views and opinions about the employment terms, conditions and opportunities, the range of services offered and how they are delivered. To achieve this and ensure effective, consistent and accurate communication of information about WDH activities, we use a number of ways to communicate.

Team 'Communication Hour'

Every team within WDH has a weekly team 'Communication Hour'. These normally take place on a Thursday morning. As well as discussing team operational plans and priorities, the meeting considers essential training or information updates.

Weekly Briefing Note

Every week, the Chief Executive issues a weekly Briefing Note, by email, to all employees. For employees who do not have email, it is displayed on the notice boards in offices and depots. The briefing outlines developments affecting WDH and contains 'Well Done' messages for employees.

Employee Newsletter

WDH has a regular newsletter for employees, 'Our News'. It contains up-to-date news and views about WDH.

Employee Conference

The Employee Conference is an event attended by all employees. The conference is theme based and is an excellent way to bring together the diverse groups of employees working within WDH to take part in moving the organisation forward. Guest speakers are included within the conference agenda.

Employee Challenge Days

Employee Challenge Days are used to brief and engage employee teams on significant issues facing WDH.

Meet WDH Week

This annual event gives employees throughout the organisation the opportunity to meet our tenants and to experience a different aspect of our business.

Ask the Chief Executive

Any employees who wish to raise an issue with the Chief Executive can do so through the intranet on the link to 'Ask the Chief Executive'.

Employee Suggestion Scheme

WDH has an employee suggestion scheme, 'Promoting Excellent Bright Ideas', where employees can put forward their ideas to be considered by the management team.

Employee Council and Employee Team Board

We have both an Employee Team Board and Employee Council that serve to make sure that all employees receive consistent and timely information and are also given the opportunity to challenge and pursue ideas for improvement on the range of services offered. Employee Team Boards and Employee Council meet quarterly.

Union Membership and Representation

WDH encourages all its employees to become, and remain, members of the union. It recognises UCATT, UNISON and Unite as having representational and negotiating rights.

Diversity and Inclusion

Diversity and inclusion are at the heart of everything we do. WDH is committed to equality and diversity in all areas of employment and business and to the provision of inclusive services, processes and procedures. Our employees are encouraged to reach their full potential and we recognise the protected characteristics and seven strands of equality: race, gender, gender re-assignment, disability, sexual orientation, religion or belief and age. WDH seeks to reflect the community it serves and fulfils its legal and regulatory obligations as a minimum.

WDH is committed to ensuring that all employees are treated with dignity and respect and to creating a climate where everyone has fair and equal access to employment, promotion and training opportunities through inclusive people policies and procedures. We are committed to creating a working environment which is free from discrimination, harassment, victimisation or bullying.

Organisational Development

Appraisals and Individual Review Meetings

Employees are appraised yearly through the Appraisal Scheme which is an integral part of service improvement and performance management arrangements. The scheme is a key factor in delivering the Vision and the Strategic Objectives and Priorities for action contained within it. The key objectives in the Vision are translated into plans for action within each Area / Team / Function and these form the focus of individual objectives and actions and identify personal development requirements. There is a six month review as part of the scheme to check on progress and review targets and personal development.

WDH managers also hold regular individual review meetings with their employees. This is a meeting at which any aspect of work or matters about WDH can be discussed in private with a manager.

Learning and Development

A Corporate Training Plan is produced each year, which draws from the personal development plans contained within the annual appraisals for each employee. This enables us to focus on the essential development needs for employees to meet the Strategic Objectives within the Vision.

As an organisation WDH uses the following five core competencies:

- customer service;
- working with others;
- communication;
- learning and improving; and
- working efficiently and effectively.

Strategic Framework - 2010 to 2015

Our Strategic Objective	Programme	Key Strategic Driver	Key Outcomes to 2015	Target to 2015	Measurement	Accreditation
Be a landlord of choice by putting the customer first.	Tenant Priorities To develop a way of delivering front line services that improves satisfaction and maintains neighbourhoods where people want to live.	<ul style="list-style-type: none"> • Resident Involvement • Customer Charter Standards • Community Safety • Adaptations • Technical Services Business Plan 	Customer Service 100% satisfaction with neighbourhood.	To have tailored services to meet local needs by delivering the Local Offer.	Tenant Survey	Customer Excellence
Adopt best practice in good Governance to be a well managed business.	Excellence To promote the use of the European business excellence model as a key driver to continue to deliver and promote excellence.	<ul style="list-style-type: none"> • Business Plan • ICT • Communications • Strategic Staircase 	Governance / Efficiency To achieve full compliance with Tenant Services Authority's (TSA) excellent standard.	To meet the TSA excellence standard by having an approved Annual Report.	Full regulatory compliance	UK Business Excellence
Be a positive force of leadership and influence to develop the potential of our people.	Shaping our Future To ensure that we have a workforce that has the right skills, motivation and leadership.	<ul style="list-style-type: none"> • Learning and Development • Diversity and Inclusion • Organisational Development 	Leadership 100% satisfaction with WDH as an employer.	To have a flexible, skilled and engaged workforce by implementing the revised ways of working.	Employee Survey	Higher Investors in People
Be a partner of choice to create better places to live.	Changing Lifestyles To promote new ways of delivering choice and opportunity to improve the potential and lifestyles of communities and individuals.	<ul style="list-style-type: none"> • Asset Management • Climate Change • Regeneration • Financial Inclusion • Young People's Strategy • Vulnerable Person's Strategy 	Sustainable Communities Reduce the number of Super Output Areas located in the most 20% deprived by 10% annually.	To carry out an annual tenant lifestyle review to reduce deprivation indicators.	Indices of Deprivation	Comprehensive Area Assessment Excellence Rating

* Purple text highlights are amendments to the Framework.



Vision

to create confident communities

Mission

to inspire, transform and promote excellence

Values

to be creative, inclusive and work with integrity

delivering promises, improving lives