

Corporate Responsibility Statement 2020 / 2021

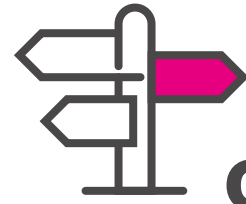
We are committed to driving sustainability and responsible corporate behaviour to ensure we make a positive economic, social and environmental impact upon our tenants, wider communities and employees.

Our 2020 / 2021 highlights include:



£59.3m

social dividend was reinvested in the range of services we provide to our customers and communities.



97

Supported **97** people through our **Foundation Grant Scheme**, to help boost employment opportunities.

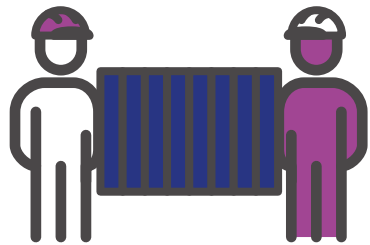


£500,000

of support to help tenants reduce rent arrears through the **WDH Hardship Scheme**.



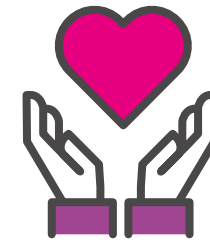
Supported **123** people to **find full or part time employment** and **179** people to access **training**.



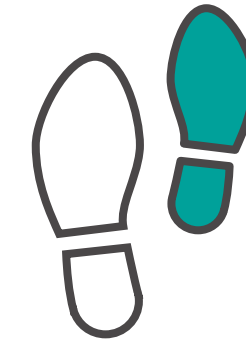
Delivered our **Training for Employment** programme providing practical employment training and support to 27 individuals in environmental assistant roles.



Unlocked **£3m** in unclaimed benefits, grants and utility savings to **improve the financial situation** of our customers.



Our **wellbeing caseworkers** and **mental health navigators** supported 705 clients to improve their wellbeing.



Achieved a **20%** **reduction in our carbon footprint** against the 2014 / 2015 baseline and our 10% reduction target by 2020.



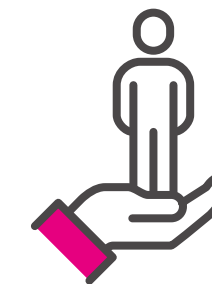
Welcomed **nine** new **apprentices** to WDH.



We funded **five** seconded **police constables** and five police community support officers.



Resolved **6,483** **complaints** of nuisance and antisocial behaviour.



Worked in partnership to **support 127** clients to enable an effective and timely discharge from Fieldhead and Pinderfields Hospitals.



Invested **£405,000** in 126 neighbourhood **environmental improvement** schemes.



Part of our **'tackling loneliness and isolation'** campaign, we worked with Age UK to deliver a comprehensive resource pack to our independent living residents.



Prevented ambulance calls for **2,133** **falls attended** in customers' homes ultimately saving costs to the NHS.



Provided **Community Grants** totalling **£10,609** to 11 community organisations.



Completed **259** **assessments** for people who requested rehousing on medical grounds.



Received **1,184** referrals to support households through the **More Money in Your Pocket** and **Healthier Wealthier Wakefield** schemes.



Accessed **608** **emergency food provisions** to support customers in partnership with foodbanks across the Wakefield district.



Unlocked **£553,000** **Discretionary Housing Payments** and £127,000 to reduce water bill arrears for our tenants, in partnership with the Yorkshire Water Community Trust.



Trained over **50** **Wellbeing Champions** to support employees and tenants with mental health issues.



Our **Love Where You Live Awards** individuals and community groups who have gone the extra mile to help other tenants and residents.



Voluntary projects included recycling Christmas trees to **raise money** for hospices and hospitals in Wakefield.

Our new Environmental, Social and Governance (ESG) Report explains more about how we are being a responsible and sustainable social housing provider. You can read the report on our website www.wdh.co.uk

