



Information for Suppliers

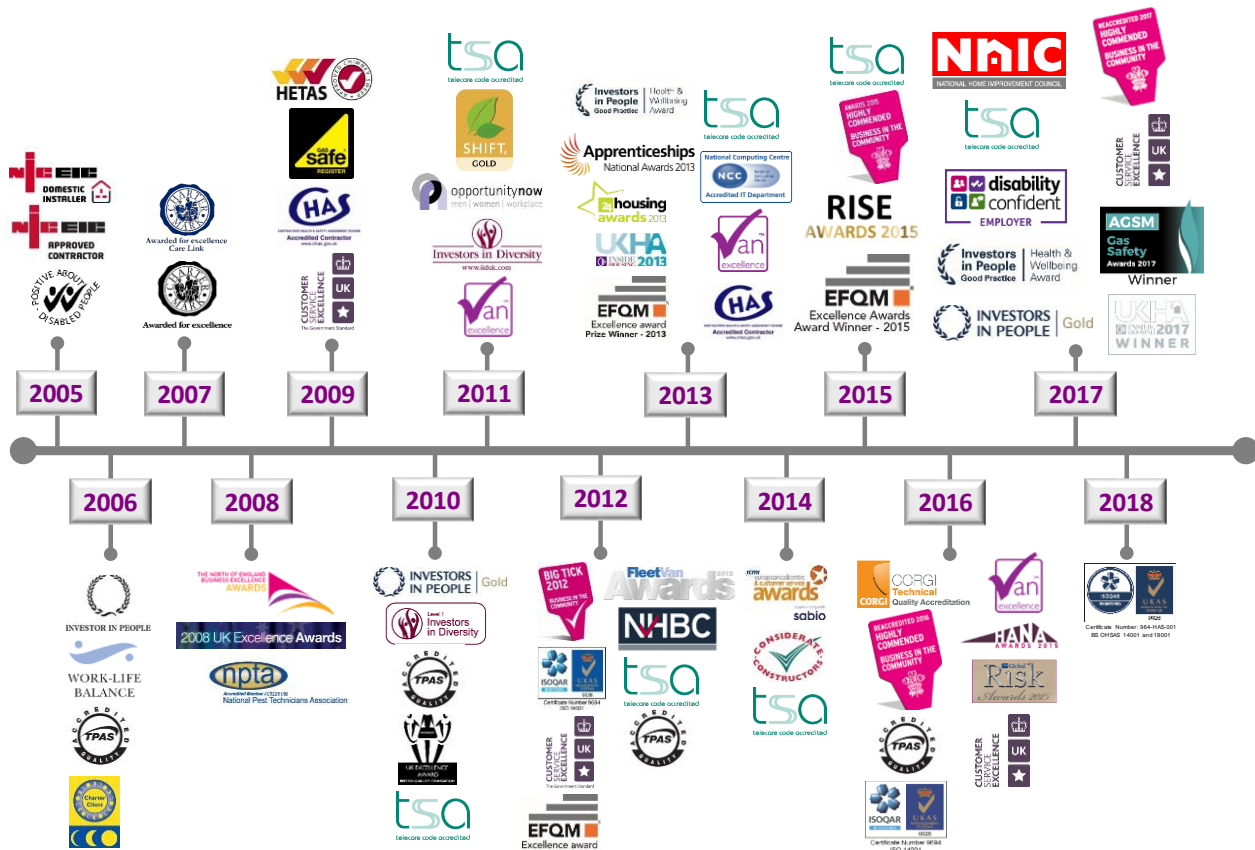
www.wdh.co.uk

delivering promises, improving lives

Profile of WDH

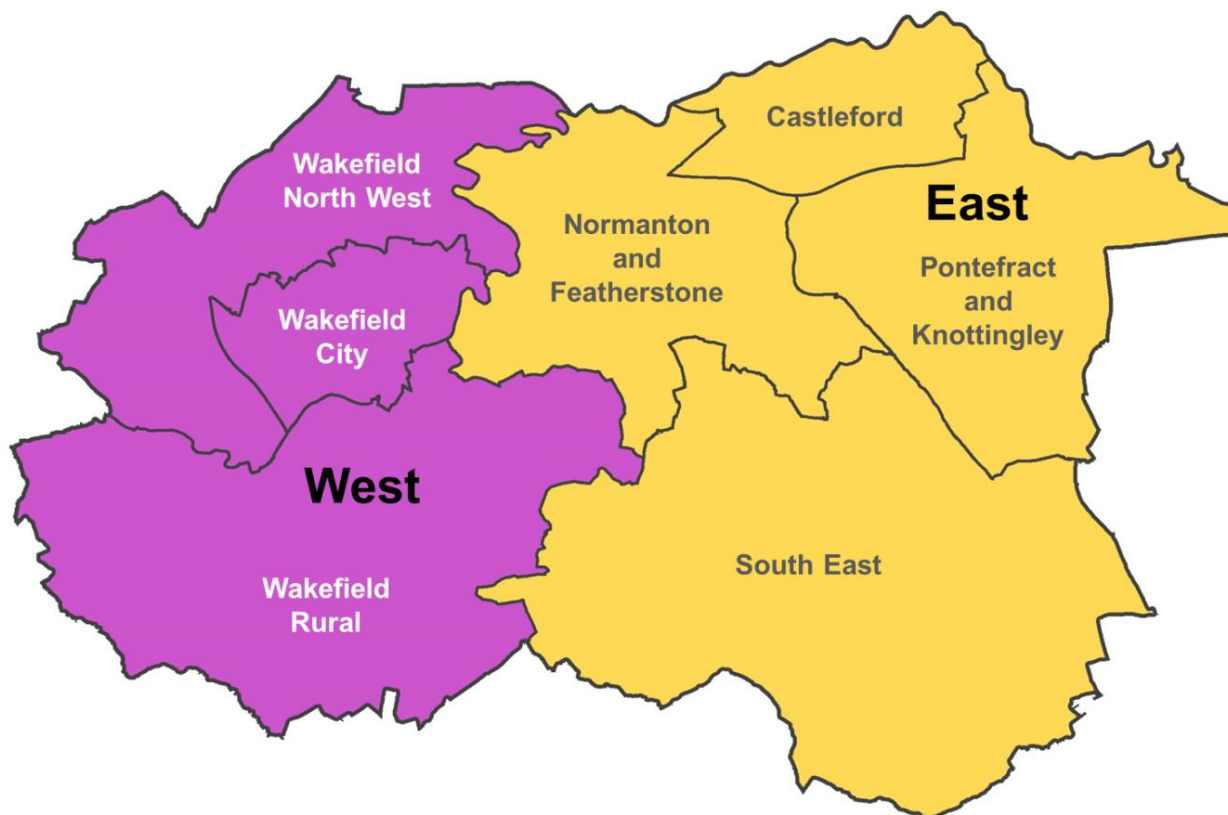
About us

- We are a charitable Community Benefit Society registered under the Co-operative and Community Benefit Societies Act 2014.
- We are a housing association formed in March 2005, regulated by the Regulator of Social Housing.
- We are also a charity administered by a Board. We have two commercial subsidiaries, Northern Shared Services (NSS) and WDH Solutions and a joint venture, Bridge Homes (Yorkshire) LLP.
- Below are some of our awards and accreditations. Many of these are maintained and renewed on an annual basis.



- We manage and service more than 45,000 properties including homes for rent, leasehold and shared ownership properties, increasing service coverage to over 15,500 sq km of northern England.
- Our business model is to deliver growth and efficiencies by expanding on core business activities outside the Wakefield district to increase our social dividend for the benefit of the 31,600 properties we own and manage within the Wakefield district.
- Our homes are a mixture of houses, bungalows, maisonettes and apartments with some high-rise blocks.
- We employ over 1,400 people, including a multitasked and highly skilled workforce of over 550 specialists who maintain properties and build new homes.

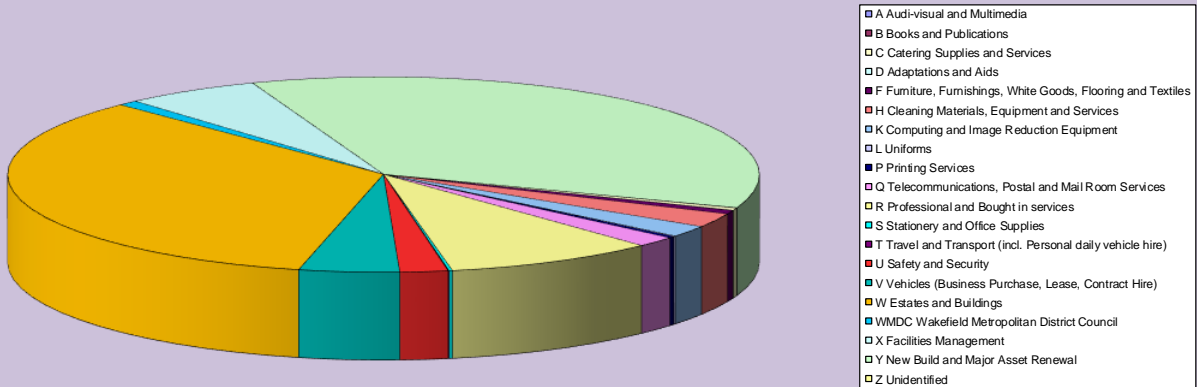
- We deliver services and provide support 24 hours a day, every day. Our customer contact centre, OneCALL, receives an average of 5,900 calls each week.
- Our Care Link Telecare Service provides 24 hour peace of mind and home support for over 15,000 older or vulnerable people.
- We are managed through a Board comprising of up to 11 members who are recruited for their specific skills, knowledge and experience. Local people are also involved through our Neighbourhood Panels.



To find out more go to www.wdh.co.uk

Our Spend in 2016/2017 - £58.5 Million

Summary of Spend 2016/2017



Category Code	Description	Spend 2016/2017	
		£'s	% age
A	Audi-visual and Multimedia	£10,661	0.02%
B	Books and Publications	£22,034	0.04%
C	Catering Supplies and Services	£234,373	0.40%
D	Adaptations and Aids	£23,528	0.04%
F	Furniture, Furnishings, White Goods, Flooring and Textiles	£345,580	0.59%
H	Cleaning Materials, Equipment and Services	£1,367,458	2.34%
K	Computing and Image Reduction Equipment	£1,112,340	1.90%
L	Uniforms	£63,689	0.11%
P	Printing Services	£146,166	0.25%
Q	Telecommunications, Postal and Mail Room Services	£1,018,800	1.74%
R	Professional and Bought in services	£5,316,520	9.09%
S	Stationery and Office Supplies	£87,209	0.15%
T	Travel and Transport (incl. Personal daily vehicle hire)	£21,044	0.04%
U	Safety and Security	£1,203,001	2.06%
V	Vehicles (Business Purchase, Lease, Contract Hire)	£2,519,376	4.31%
W	Estates and Buildings	£19,908,775	34.03%
WMDC	Wakefield Metropolitan District Council	£503,153	0.86%
X	Facilities Management	£3,404,055	5.82%
Y	New Build and Major Asset Renewal	£21,198,416	36.23%
Z	Unidentified	£0	0.00%
		£58,506,178	excluding VAT



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