




# On Your Street 2022





**3 months,  
32,000 homes,  
and a lot of talking...**







**“Everything is important about where you live. You want a nice house, you want to keep your house nice and you want nice surroundings and good neighbours. Everything is important.”**

**WDH Tenant**





**“I think On Your Street is really good because you can express opinions, you can express worries and concerns and you know you’re actually speaking to somebody rather than going to an office and leaving a comment that might not even get back to you. That face to face contact is good.”**

**WDH Tenant**




Following the pandemic, WDH made 2022 the year of connection and committed to visiting all 32,000 households in person, over the Summer months.

Employees, management and Board members came together to deliver the most ambitious project in over a decade.

WDH was “On Your Street”.





**“Peace and quiet. We just want a quiet life, you know. That’s all we want down here.”**

**WDH Tenant**

**“Community, we’re like a family down here.”**

**WDH Tenant**





All employees were given the opportunity to visit customers to connect and ask the important questions.



The insight from these questions would:

- identify WDH's most vulnerable tenants and provide them with immediate support;
- provide an understanding of tenants' priorities and how well WDH's services meet customer needs;
- help to inform strategic priorities to deliver services people want and need; and
- increase tenant engagement with WDH.



**“Sometimes you need to talk to somebody, you do at my age because I’m not reyt good with computers. So you need to talk to somebody and explain what your problem is and, you know, it’s going to give WDH a bit more insight.”**

**WDH Tenant**



# The response was fantastic...





**Customers  
shared their  
opinions, their  
worries and their  
lives with us.**



# What we did

We developed an app to capture the feedback.

We trained our teams.

We developed information for customers.

We developed processes to capture the referrals.

We prepared for emergencies.

We visited our tenants, we called our tenants and we prompted them to contact us as well.

We made

**40,953** visits and phone calls,  
because not everyone is home first time!

**13,535** surveys were completed,  
either in person, over the phone or online.



**“It gives you an insight into really different situations.”**

**WDH Employee**

**“It gives you a much wider perspective and an understanding of what our tenants’ needs are.”**

**WDH Employee**



# Who we spoke to

## We spoke to our customers, our tenants.

Our tenants are a diverse group who have made their homes in our properties across the district.

There is no typical tenant.

Homes are spread across the Wakefield district and beyond, everywhere from vibrant urban areas such as Wakefield City Centre to rural villages surrounded by open countryside.

Our tenants choose properties that best suit their needs, ranging from family houses with large gardens, to bungalows, flats and independent living schemes. There are strong community links in the district and people feel proud of the local heritage and where they live.

Once they move in, tenants engage with us in the way that best suits them.

There is a wealth of support services available, and 86% of tenants feel supported to maintain their tenancy.

Support is individual and person centred. Someone who's working will need different support to someone who's caring for a loved one or someone who's retired. Some tenants are raising families while others are building businesses. Around 11,000 are in receipt of Universal Credit and the cost of living crisis continues to make life difficult for those on a low income.

This is why it was so important to get out and meet our tenants to better understand their diverse experiences, priorities and needs.



# What we found

Our communities are fantastic!

The most important things to people about where they live are:

-  **Having nice neighbours**
-  **Having a safe community**
-  **Parking**
-  **A good repairs service**
-  **Green space**

We began On Your Street knowing that

**85%** of tenants were happy with WDH overall.


**83%** were happy with the quality of their home.

**82%** were happy with their neighbourhood.

But we wanted to better understand what shaped this picture at an individual level and reconnect face to face.

# People in different neighbourhoods, had similar priorities.





**“For me, it’s interesting.  
I get to deal with a lot of people  
in OneCALL, lots of different  
people but we don’t meet them  
face to face.”**


**WDH Employee**

**“It’s nice to be able to talk to  
people and to resolve any  
issues that they’ve got.”**

**WDH Employee**







There is no one kind of tenant and we celebrate the diversity in our communities. Every household is different and every household has different needs.

Everyone is facing challenges and many of our tenants are really struggling. We visited to offer that support and those who needed it, welcomed it.

**5,759**

people asked for support.

This ranged from repairs to wellbeing and mental health support to financial help and emergency advice.

**549**

needed emergency support.

Teams were notified of these immediately and customers were contacted to get more detail and offer help.

People really care about making a difference and 1,039 tenants want to be more involved in shaping our services.

And they want to hear more from us.

**1,987** tenants were added to our mailing list to receive our monthly tenant newsletter by email.



# What we're doing now

We got 7,617 comments from **13,535** tenants.

We've worked through the comments and feedback with the teams, groups and Neighbourhood Panels who have a real stake in the area and we've developed plans for improvement, investment and sharing with other agencies who can help where we can't.


## **Some of these improvements include:**

- installing swing gates to reduce anti-social behaviour;
- providing off street parking in places where we can;
- holding 'days of action' with groups and other agencies to make improvements to estates and increase recycling;
- increasing security in and around some apartment buildings;

and much more.

This is just a small sample of the action we have taken following the valuable feedback.

Thank you to everyone who took the time to speak to us and give us an insight into their lives on our estates. The feedback is invaluable.



We responded to 675 requests for money, benefit and debt advice from customers as a result of On Your Street conversations. That's 675 people who would have otherwise struggled alone.

### **Kathleen**

Kathleen was struggling with her financing, balancing her budget and understanding the benefits system.

After being on Kathleen's street, and talking to her about some recent life changes she'd made, we made a referral to our Cash Wise team.

Whilst Kathleen was already receiving the right benefits, we were able to help her to apply for a new washing machine and shopping vouchers to reduce her outgoings.

Kathleen received a new washer, worth **£350**, and **£400** in shopping vouchers.

Kathleen told us: "I'm so happy with the support you've given me, the washer has made such a difference to not having to struggle to the launderette with bags of washing and the food vouchers were a massive help so I could use food money to top up the gas. I didn't know I could get this help without you knocking on my door, thank you."



# On Your Street 2022

## About WDH

WDH is a registered social housing provider, managing 32,000 properties across the North of England.

Our Vision is to create confident communities. By understanding customers, what their priorities are and what really matters in their homes and their communities, we can continue to work towards this now and in the future.