



**2022 awards**
love where you live

Celebrating our community heroes at our annual
Love Where You Live Awards 2022

Annual Report to customers 2022 / 2023





Welcome

Hello and thank you for reading our Annual Report to customers for 2022 / 2023.

It has been a successful but challenging year for us and our customers and we continue to work hard to put our customers first and support our communities.

To make sure customers know what support is available to them we visited all 32,000 homes in our first On Your Street campaign. We loved getting out into our communities and talking to you and we hope you found our visit useful. As a result, we helped more than 5,700 customers who asked for support and responded to 675 requests for money, benefit and debt advice. There were over 7,600 comments made by tenants and the feedback was shared with Neighbourhood Panels who can discuss improvements at street level.

We were delighted when On Your Street won the Best Resident Involvement Initiative Award at the Northern Housing Awards and we are happy to say the project was brought back again in the summer of 2023.

Andy out visiting tenants as part of On Your Street

Involving you is the best way for us to ensure that the services we provide meet your needs and help you to thrive. On Your Street is just one way we do this, but I encourage you to get involved in other ways too, including filling in our Tenant Survey each year, joining our Customer Panel or your local Neighbourhood Panel, or considering joining our Board when a vacancy arises.

I am always extremely proud to be part of WDH and I thank you for inspiring us to continually improve and offer you the very best service.

Thank you,

Andy Wallhead
Chief Executive



Welcome

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At WDH we care about our customers and always put you at the heart of everything we do. Every decision we make and every service we provide is delivered with you in mind.

Our latest tenant satisfaction survey showed

82%

of our tenants and 75% of our shared owners are satisfied with our services.

We know that the last few years have been challenging, and the ongoing cost of living crisis continues to put pressure on all our tenants. Our support services and wrap around care have never been more important.

Supporting your wellbeing

Our team of care, health and wellbeing specialists includes Mental Health Navigators, Wellbeing Caseworkers, 'in hospital' Housing Co-ordinators, Occupational Therapists and Care Link Responders.

We know that everyone is different and so are their needs. That's why we work with our partners across the district to make sure that our homes meet your needs and that you have a safe home to go to. Our specialist team can make referrals directly to health professionals to make getting the support you need as quick and easy as possible for you.

In 2022 / 2023:



Helping you stay afloat when times are hard

Understanding the challenges our tenants face is important to us and we know that money is a worry for many people, particularly in the current climate. We have a range of services to support you with managing your money.

In the last year:

- We helped 1,402 tenants with the Universal Credit (UC) application process to make sure they received their payments as quickly as possible.
- We awarded £823,000 to tenants who were struggling to pay their rent through our Hardship Scheme.
- We helped tenants to receive £729,000 in grants and support, these include food parcels, white goods, help with shortfalls in housing costs and support with water payments and arrears.
- Our Debt Team carried out 23,234 supportive visits to customers who were struggling with their rent payments and made over 69,000 outbound calls to support customers with help and advice.
- Our Cash Wise money advice service supported over 9,200 cases to relieve the pressure with budget advice, access to grants and support. Cash Wise also helped tenants and residents to access over £2.5 million.
- We have also taken steps to improve how customers can contact us by introducing new ways to talk, such as webchat and text messaging.
- Cash Wise won the Resident Support / Advice Programme of the Year Award at the 2023 Northern Housing Awards.



Cash Wise offers free financial support to anyone living in Wakefield. Cash Wise can help you with your benefits, your household bills, set a budget and tackle debts. You can find Cash Wise on Facebook and Instagram: @getcashwise

Taking care of customers Putting you first

Helping you develop your skills

We know that you want to have the very best chance of success and, for many people, this comes with improving themselves, developing new skills and finding work they love. We support our customers who want to develop themselves in a range of ways.

Our Training for Employment Programme helps our unemployed tenants and their families to get the experience they need to find work, by offering a paid job for 12 months. Last year, 32 people completed the programme and 72% went on to work or further study afterwards.

Our Foundation Grant Scheme helps people to access training and qualifications with a cash boost to help with courses, travel or childcare whilst studying. Last year, we awarded more than £51,000 of funding to help people in our communities improve their prospects.

Our Community Employment Advisors supported 561 new customers during the year, helping 148 people into work and 211 into employment-related education or training. We helped tenants who wanted support to become self-employed and four new businesses began trading.

We ran 28 projects with schools, colleges and youth organisations during the year, working with over 1,500 young people.

The Foundation Grant Scheme helped Thomas complete a telehandler course and receive a job offer. He said:

“I passed the telehandler course, thanks for your help. And in even better news, I’ve been set on today!”

Jacob used the Foundation Grant to complete a NPORS Articulated Rear Tipping Dumper course. He said:

“The course was brilliant thank you. I’m now in a better job and much happier too, it’s greatly appreciated.”

Here when you need us

Our contact centre team, OneCALL, is available 24 hours a day, seven days a week, answering your calls and helping you get the services you need.

Last year, we answered 253,215 customer calls and helped 26,398 visitors to our Hubs. You told us our team is great at what they do and customer satisfaction with OneCALL stayed high at 92.1%.

Our Care Link Team, also a 24/7 service, was on hand to answer 294,969 calls. This meant less need for an ambulance, reducing pressure on our NHS.



Improving access to information

Every customer deserves a first-rate experience, however they access our services. We’re not all the same and we have a diverse range of customers with diverse needs. To help everyone have access to our information online we have a useful web tool.

The Recite Me tool sits on the top of our website and enables customers to have better access to our information in a format that suits their needs. Through Recite Me, visitors can customise the look and feel of our website and it includes dyslexia friendly tools, an interactive dictionary, a translation tool with over 100 languages and an option to turn text to speech.

We also have other ways we can help you support our customers’ accessibility needs, such as arranging:

- letters or communication in clear English, different font sizes or braille;
- easy read materials and dyslexia friendly content;
- phone interpreters;
- translations;
- British Sign Language (BSL) interpreters;
- induction loop loan; and
- converting letters or communication to audio CD or MP3.

Your home

We want to make sure that your home is a safe, secure, high-quality place to live and that it meets your needs.

Our repairs team visit our tenants' homes seven days a week to keep you safe and your home well maintained.

Over the last year we:

- completed **102,414** general repairs;
- fixed **5,606** emergency repairs;
- fixed **95.1%** of repairs on the first visit;
- took an average of **8.6 days** to complete repairs; and
- we continued to be fully compliant with requirements relating to smoke alarms and carbon monoxide alarms in customers' homes.

A safe, secure home is the very least you should expect. We do our best to make sure that your property meets the highest standards of safety. We make sure that 100% of boilers and electrical systems are serviced annually and we have been working hard to further improve fire safety in all our buildings, particularly high-rise homes.



Your neighbourhood

In 2022 / 2023:

In total, we spent **£40.5 million** improving our homes.

£8.1 million was spent making our homes even safer.

£10.7 million was spent on improving the energy efficiency of our homes.

We spent **£6.3 million** on improving outside spaces on our estates.

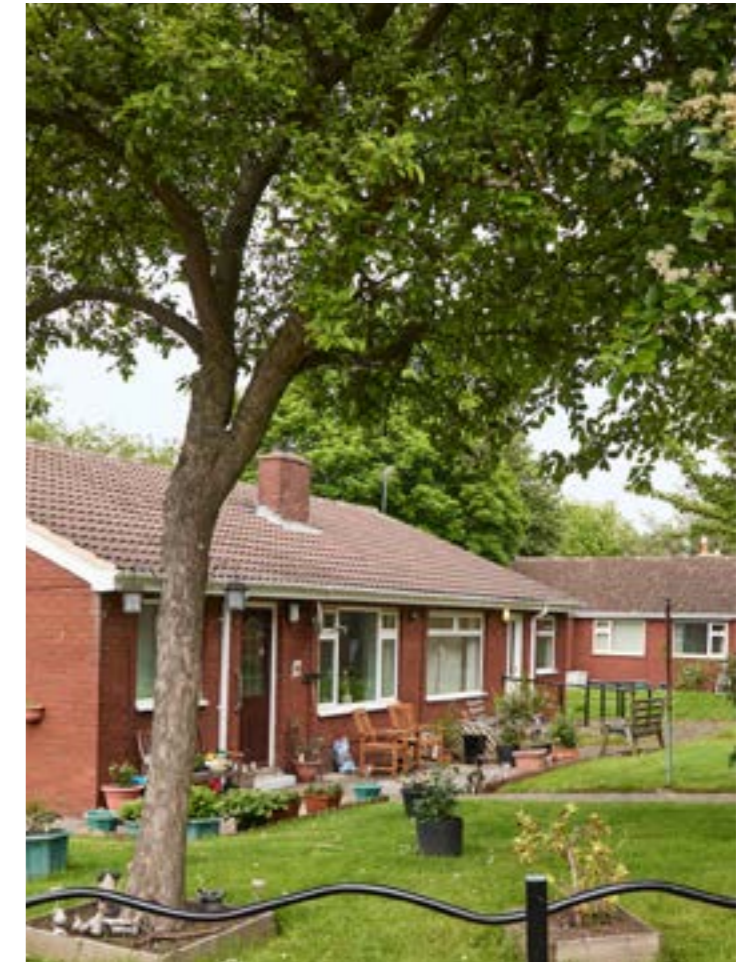
Greener neighbourhoods

We planted 2,500 trees.

We now have eight wildflower meadows across our estates to increase wildlife and biodiversity where you live.

We installed **1,839** new boilers as part of our boiler change programme.

We responded to **6,306** reports of nuisance and antisocial behaviour.



We are improving homes to lower our carbon footprint, reduce your bills and make sure our homes are fit for the future. We have around 12,000 homes that need to achieve Energy Performance Certificate (EPC) Band C by 2030.

We are looking at a range of innovative ways to meet this challenging target.

Some of the ways we are reducing our carbon footprint include trialling lower carbon heating and hot water systems and installing ground source and air source heat pumps.

Creating better places to live

As well as improving existing homes, we are working hard to provide more homes for people who need them. That includes new homes for rent and also homes for sale through shared ownership and our joint venture with Wakefield Council, Bridge Homes. Being able to offer homes for sale means we can generate more money to invest in existing homes and communities.

During 2022 / 2023 we:



- built or acquired 136 new homes for sale through our Shared Ownership scheme;



- helped 28 people to buy more shares in their home, with 23 of them 'staircasing' to buy 100%; and



- helped 84 people to get on the property ladder.



The average number of bids on a WDH home was

120

We helped

1,791

households to find a home with us through our Homesearch service.

Our Tenancy Ready Team (TRT) helped

338

households to prepare for living independently in a WDH home.

Our TRT helps individuals and families to prepare for managing a home, a budget and everything that goes along with that. The team provides training, can refer people for extra help from other organisations and services, and is there to make sure that people stand the very best chance of managing their tenancy successfully.

Helping people into homes

We value your voice, your views and your experiences so we provide a range of ways for you to share that with us.

Annual tenant satisfaction survey

The survey is totally independent and shows us how we are performing against other organisations, both housing and those in other sectors, and, most importantly, whether we are meeting your expectations.

The results of our latest survey show 82% of our tenants and 75% of our shared owners were satisfied with the overall service we provided. We also found that 86% of respondents were satisfied that we treat them fairly and with respect, and 86% of respondents were satisfied with the overall repairs service in the last 12 months.

In 2022 we piloted the Regulator of Social Housing's new Tenant Satisfaction Measures. You can see these results on page 12.

How we've used your feedback

As a direct result of your feedback, we have:

- carried out a mystery shop review of our grounds maintenance service. The review highlighted some opportunities for improvement, including better communication around the grounds maintenance offer and increasing the pool of Key Residents to help ensure estate maintenance is kept in line with the grounds maintenance contract;
- changed the format of our Annual Report to make the document as easy to understand and relevant as possible; and
- changed how we manage reports of nuisance and antisocial behaviour (ASB) and produced a new information guide and factsheet to help you live peacefully in your home.

Get involved

If you have ideas about our services, your home or your neighbourhood, we can help to make sure they are heard. To help us shape our services for you and others you can:

- become a Board Member and use your skills and experience to drive the strategic direction of the organisation;
- join a Neighbourhood Panel and make change locally;
- start or join a tenants' and residents' association. We'll provide support to help make a difference in your neighbourhood;
- join our Customer Panel to answer surveys and share your feedback on individual projects, changes or campaigns online, on the phone, or in person as part of interviews or focus groups; or
- join the Foundation Grant Panel, which meets four times per year to choose which small grants are awarded to support education and training for our residents.



Learning from complaints

We don't always get things exactly right, or perhaps deal with things in the way you expected.

Our complaints process means that you have the chance to tell us, and we use that feedback as an opportunity to learn.

This year we received 254 formal complaints. Of these, 72 were upheld, a further 80 were partially upheld, and 11 were withdrawn after our initial contact with the customer.

In response to your complaints, we have:

- changed how we manage reports about damp, mould or condensation in your homes to ensure we have a robust and effective system in place to respond to these issues;
- considered how we can manage expectations by ensuring any timescales we give for responses to you are achievable;
- reviewed the information we give to tenants and shared owners who are moving into new build properties, so they have all the information they need to manage their new home;
- developed data sharing protocols with Police forces outside of West Yorkshire so we have a co-ordinated approach to the management of antisocial behaviour across all our homes; and
- taken onboard the comments and feedback from customers whose homes were part of the major high-rise improvement works, to ensure that on future projects we deliver clear and timely communications and updates to our customers.

Listening to your feedback

Over the coming year we have big plans for delivering improvements that will benefit you. We will be out On Your Street again in summer 2023 to see our customers face to face and talk to you about the ways we can support you.

Other improvements include:

- implementing changes from the review of our brand to make sure that our organisation reflects what matters to you and that we are known for the right things;
- investing in our digital services to help you, and to help our teams support you;
- improving tenant and customer involvement and scrutiny in how we deliver our services;
- working with partners to reach tenants with the right support when it's needed through our financial and wellbeing support services;
- enhancing the support offered at our independent living schemes to meet the needs of current and future tenants;
- delivering more new homes and working with partners to regenerate local communities;
- investing in our homes and neighbourhoods, delivering a range of schemes to improve the quality and safety of our homes; and
- working with partners to deliver social investment activities to raise the aspirations and ambitions of young people across our communities.

If you enjoyed reading this Annual Report for Customers, you can find out more detail on lots of the points mentioned in our other key publications.

You might also be interested in our:

- Annual Report and Financial Statements;
- Environmental, Social and Governance (ESG) Report;
- Equality, Diversity and Inclusion Report; and
- Delivering Value for Money Report.



What next?

Consolidated Statement of Comprehensive Income.

	31 March 2023	£'000	Description
Turnover		173,319	The income from all activities, most being rents and service charges.
Operating costs		(153,467)	What it costs to run the business.
Profit on disposal of property, plant and equipment		4,591	The accounting profit from the sale of properties and other assets.
Fair value movement of investment property		200	Valuation adjustment of shops and garages.
Operating surplus		24,643	
Share of operating loss in joint venture		(762)	A 50% share of the loss from Bridge Homes (Yorkshire) LLP.
Profit before interest and tax		23,881	
Interest receivable and other income		1,161	The money earned from cash on deposit at the bank.
Interest payable and financing costs before exceptional charges		(17,638)	The cost of borrowing to invest in improvements to existing properties and to develop new homes.
Surplus / (loss) before taxation		7,404	The income for the year less all costs to the business.
Taxation		(59)	The tax that has to be paid on some commercial income.
Surplus / (loss) for the year		7,345	
Unrealised gain on revaluation of housing properties		75,759	An annual adjustment to the value of housing properties.
Actuarial gain in respect of pension schemes		53,149	An adjustment required by the pension fund.
Total comprehensive income		136,253	The accounting gain for the year.

A full report and financial statements for the year ended 31 March 2023 is available on our website, www.wdh.co.uk

Consolidated Statement of Financial Position.

	31 March 2023	£'000	Description
Fixed assets			
Tangible fixed assets - housing properties		1,016,082	An accounting value of housing properties at the year end.
Tangible fixed assets - other		17,137	The value of other assets, including buildings, vehicles and office equipment.
Intangible assets		2,736	Value of computer software.
Investment properties		10,200	The value of shops and garages.
HomeBuy loans receivable		88	Money owed to us under long term loan agreements.
Investment in joint venture		5,472	A 50% share of investment in Bridge Homes (Yorkshire) LLP.
Liquidity Reserve Fund		3,548	12 months of interest payments in advance, ring-fenced to meet loan terms and conditions.
		1,055,263	
Current assets			
Properties held for sale		8,741	The value of shared ownership properties available to purchase.
Trade and other debtors		6,677	Money owed to us, including rent arrears.
Cash and cash equivalents		75,071	The money in the bank at year end.
		90,489	
Current liabilities			
Creditors: Amounts falling due within one year		(35,110)	Money owed by WDH to suppliers.
Loans: Amounts falling due within one year		(7,879)	Money owed by WDH to Lenders.
Net current (liabilities) / assets		47,500	Current assets less creditors due within one year.
Total assets less current liabilities		1,102,763	
Creditors: Amounts falling due after more than one year		(469,520)	Housing loans and grants due to be recycled into new build homes.
Provisions		(240)	Value of potential costs related to subsidence works.
Pension liability		0	A required accounting disclosure.
Total net assets		633,003	How much the company is worth.
Reserves			
Income and expenditure reserve		230,371	The total of all trading results reported since transfer.
Revaluation reserve		402,632	The difference between the historical cost of housing properties and their value in the accounts.
Total reserves		633,003	How much the company is worth (this balances with the net assets above).

Financial report

Contacting us	2021 / 2022 performance	2022 / 2023 performance	2022 / 2023 target
Satisfaction with OneCALL.	92.6%	92.1%	90%
Correspondence – responded to within seven days.	99.9%	99.9%	100%
Social media acknowledged within one day.	100%	100%	100%

Homesearch	2021 / 2022 performance	2022 / 2023 performance
Tenants satisfied with the process of registering with Homesearch and the way their new property was allocated. On a scale of 1-10, where 1 is completely dissatisfied and 10 is completely satisfied.	No previous comparable figure as survey questions have changed.	87% scored six or above.

Repairs	2021 / 2022 performance	2022 / 2023 performance	2022 / 2023 target
All emergency repairs will be responded to within 24 hours.	95%	96.7%	100%

Rent and other charges	2021 / 2022 performance	2022 / 2023 performance	2022 / 2023 target
Tenants notified every year of annual charges.	100%	100%	100%

ASB	2021 / 2022 performance	2022 / 2023 performance	2022 / 2023 target
Tenants satisfied with how their nuisance complaint was dealt with.	90%	95%	90%

Home improvements	2021 / 2022 performance	2022 / 2023 performance	2022 / 2023 target
We will confirm if you have been granted permission to decorate / make improvements to your home within 20 working days.	17 days	17 days	20 days

Leaseholders	2021 / 2022 performance	2022 / 2023 performance	2022 / 2023 target
Hold one leaseholder event each year.	Feedback was obtained from leaseholders in Autumn 2021 by digital and other methods instead of the forum.	In person leaseholder event held at Wakefield Town Hall.	One event each year

Compliments and complaints	2021 / 2022 performance	2022 / 2023 performance	2022 / 2023 target
Percentage of complaints answered in target.	98%	99%	100%

Our customer performance

Year on Year Change

Before the launch of the new Tenant Satisfaction Measures (TSM) standard in April 2023, WDH carried out a pilot TSM survey. We wanted to test our approach to make sure it meets the Regulator of Social Housing's technical requirements and supports effective scrutiny by our tenants.

Contacting us	2022 / 2023 performance	2023 / 2024 performance	Change
Overall satisfaction	82%	82%	0%
Well maintained home	83%	83%	0%
Safe home	86%	87%	1%
Repairs - Last 12 months	87%	87%	0%
Time taken - Last repair	86%	83%	-3%
Communal areas clean and well maintained	74%	74%	0%
Positive contribution to neighbourhood	75%	74%	-1%
Anti-social behaviour	70%	62%	-8%
Listens and Acts	75%	73%	-2%
Keeps you informed	80%	81%	1%
Treats fairly and with respect	86%	84%	-3%
Complaints handling	47%	43%	-4%
Rent - Value for money	83%	83%	0%
Supported to maintain tenancy	89%	88%	-2%

Base: 2022 / 2023 = 2,334 2023 / 2024 = 2,512



Tenant satisfaction measures

All collectively responsible for ensuring we meet the standards set by the Regulator of Social Housing.

Directors

Andrew Wallhead, Chief Executive

Mick Walsh, Executive Director of Housing

Sue Young, Executive Director of Investment

Martyn Shaw, Executive Director of Technical Services

Tracy Tallant, Director of Organisational Development

Previous directors:

Martin Warhurst, Executive Director of Resources
(Resigned 31 January 2023)

Non-executive board members

Jacqueline Speight (Chair)

Dr Phillip Earnshaw (Vice Chair)

Ajman Ali

Stephen Davis

Christopher Michael Gaskell

Suzan Harrington

Shendi Keshet

Clare King

Mike Longfellow

Andrew McConnell

Previous members:

Graham Stokes
(Resigned 30 September 2022)



Registered office

Merefield House,
Whistler Drive,
Castleford,
West Yorkshire,
WF10 5HX

Registered as a charitable Community Benefit Society under
the Co-operative and Community Benefit

Societies Act 2014. Number: 7530

Registered by the Regulator of Social Housing,
Number: L4441

Our Board and management team 2022 / 2023

Vision

to create confident communities

Mission

to inspire, transform and promote excellence

Values

to be creative, inclusive and work with integrity



WDH, Merefield House, Whistler Drive,
Castleford, WF10 5HX



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



This document is also available in
other formats on request.



0345 8 507 507 - Text Relay calls welcome.
Calls to OneCALL may be recorded for training purposes.



onecall@wdh.co.uk



[wakefield-&-district-housing](https://www.linkedin.com/company/wakefield-&-district-housing)



www.facebook.com/wdhupdate



[@WDHupdate](https://twitter.com/WDHupdate)

Wakefield and District Housing Limited

A charitable Community Benefit Society registered under the Co-operative
and Community Benefit Societies Act 2014. Register Number: 7530

Registered Office:
Merefield House
Whistler Drive
Castleford
WF10 5HX

We are committed to giving everyone equal
access to information.

If you would like us to communicate with you in
a different way, or receive written information
from us in another format, please phone
0345 8 507 507 or email onecall@wdh.co.uk

The information in this publication was correct at the time of publishing and
every attempt was made to ensure its accuracy.

However, it may contain certain statements, expectations, statistics,
projections and other information that are or may be forward-looking. By their
nature, forward-looking statements involve risk and uncertainty because they
relate to events and depend on circumstances that may occur in the future.

They reflect WDH's current view and no assurance can be given that they will
prove to be correct.