



Information for Suppliers

www.wdh.co.uk

delivering promises, improving lives

Overview of WDH

Who are we?

We are Wakefield's biggest housing provider and in the top 20 social housing landlords overall in the UK and have been named one of Europe's best businesses. We are much more than bricks and mortar. We go the extra mile to deliver excellent customer services. We innovate, create and regenerate with our commitment to the 31,600 properties we own and manage within the Wakefield district

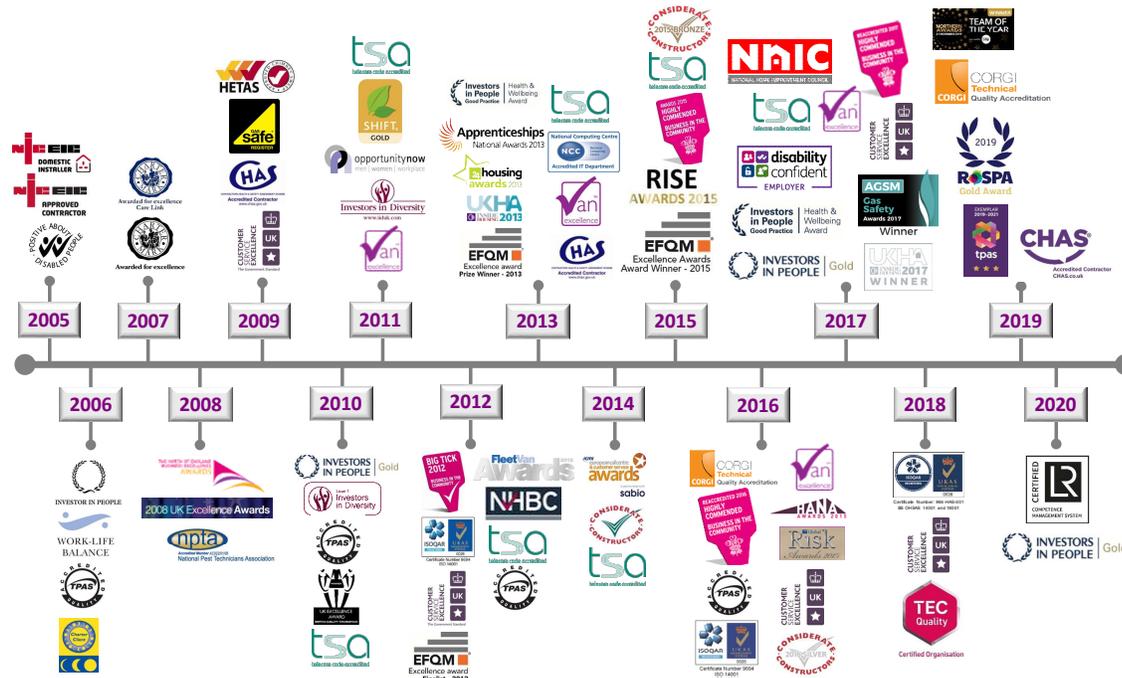
What are the key things to know about us?

- 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 (RSH).
- We are also a charity administered by a voluntary Board. We have a commercial subsidiary, WDH Solutions and a joint venture, Bridge Homes (Yorkshire) LLP.
- 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 square 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.
- We maintain more than 2,199,000 square metres of grass, 80,224 square metres of planting beds, 17,298 metres of hedges and 29,131 trees.
- To preserve our core business, we have invested over £1bn in Wakefield over the last 12 years and will invest over half a billion pounds in the next five years in our defined economic footprint.
- Housing assets generate core turnover in the region of £158m a year, supported by a rapid growth of diversified commercial activities that create significant contributions for reinvestment.
- Through over 35 independent living schemes, we provide accommodation and support for older and vulnerable people.
- We employ 1,420 people, including a multi-skilled workforce of over 450 operatives 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 5,300 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.
- Over 92% of stakeholders say they are satisfied with the working relationship they have with us and our customer satisfaction score is 87.9% on the TLF Satisfaction Index.

The Board has between seven and 11 members and is responsible for setting the overall strategy, deciding the policies and reviewing performance of existing strategies. It is legally accountable for the ownership of our properties and running the organisation. Its members change from time to time.

Awards and accreditations

Below are some of our awards and accreditations. Many of these are maintained and renewed on an annual basis.



What is our brand?

We have developed a brand that is associated with excellence, quality and trust and helps to communicate our Vision - to create confident communities.

It is essential that we protect our brand therefore a corporate style guide has been created to achieve this. We have also built good relationships with local, regional and trade press as well as with key stakeholders and partners who will help us to achieve our Vision.

What is our Vision?



We have a Vision to create confident communities through investment in people, properties, places, and improved performance. The Vision sets out our Strategic Objectives, our ambitions for the future, and the priorities that will help us achieve our aim of delivering promises, improving lives and creating confident communities. There are three, rolling five-year milestones that support the achievement of our Vision:

- 2020 A social enterprise with social impacts**
through developing a model for sustainable living in mixed tenure communities
- 2025 Make real change through social outcomes**
through working collaboratively and inclusively to deliver services people want
- 2030 Improving lives through the creation of social enterprises**
through the promotion of self-sufficiency by investing in tenant led businesses

The Vision is underpinned by an annual Corporate Planning Framework and each year we review the actual and potential influences on the delivery of our Vision milestones. This includes a review of our next year's priorities, targets and outcomes, which are then presented to our Board in conjunction with our annual financial plan. This is set out in our Delivering the Vision document.

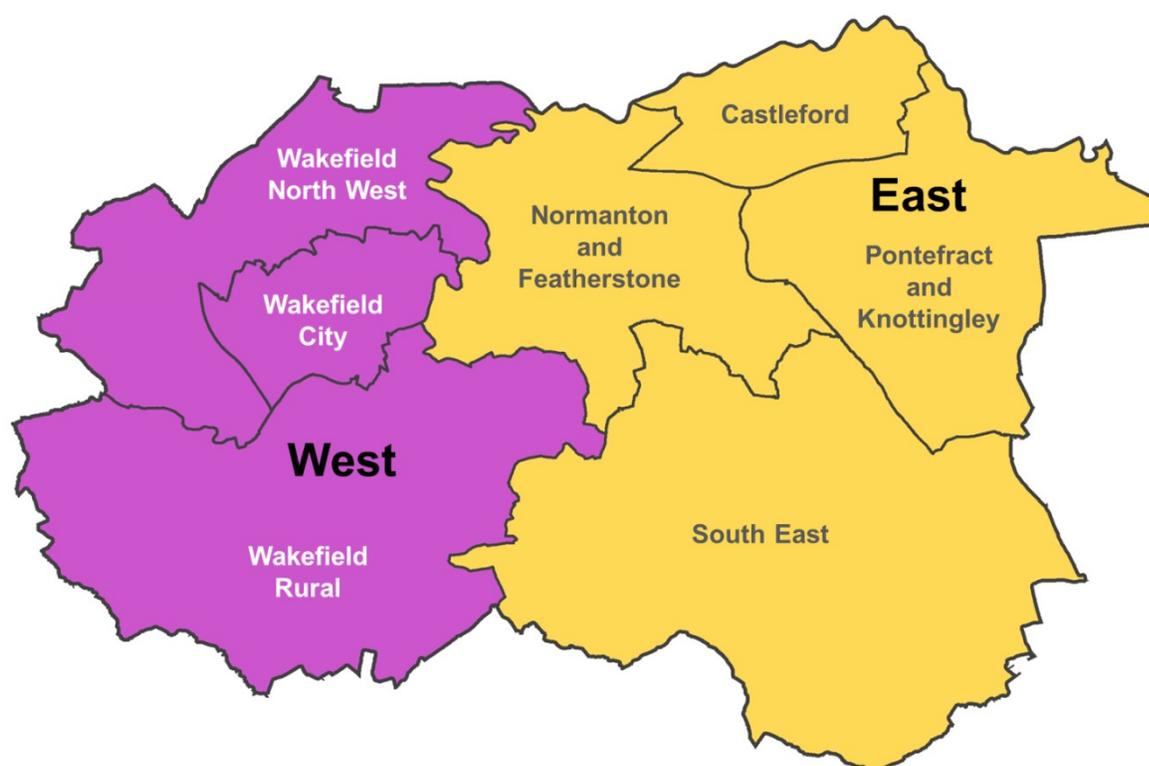
What is our Mission?

To inspire, transform and promote excellence.

What are our Values?

To be creative, inclusive and work with integrity.

WDH 'Core Area'



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

Our Spend in 2019/2020 circa - £55 million excluding VAT on externally sourced goods and services.

This comprised spend with 870 separate supplying organisations. The range of goods and services procured was wide ranging and diverse but the largest grouped spend areas are listed below.

- New build construction.
- Property phased capital renewals.
- Vehicles.
- Utilities.
- Maintenance materials.
- Consultancy and professional services.
- Accommodation cleaning.
- Insurance.
- Grounds and environmental maintenance.
- Communications and IT services.



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