



Stevenage Community Impact Report

Years 3-5

*April 2020 -
March 2023*



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Executive Summary

Mulalley was commissioned to deliver borough- wide major refurbishment works in Stevenage in 2018. This 5-year contract is focused on collaborative working and a strong partnering ethos. Working in partnership, Mulalley has and will deliver a range of works to: - the internal communal areas; external fabric and landscape; heating upgrade in sheltered blocks; garage refurbishment; external wall insulation; retro fit sprinkler installations and other associated works to the housing stock including approximately 530 blocks of flats owned and managed by Stevenage Council.



Delivering social value by investing in the Stevenage community is a key driver of our procurement process. We fully embraced this and made several commitments that would add value and make a positive impact to the borough of Stevenage. Over this 3 year contract period,

Mulalley have continued to invest in this community and as a result we have achieved several positive outcomes such as 72% of staff working on the MRC project are from the local area. From the outset, Mulalley have actively sourced goods and services locally and as a result over this 3 year contract, over £6 Million of our spend has been with local suppliers and supply chain. In addition, we have achieved a high level of resident satisfaction and have supported numerous meaningful services that directly benefit vulnerable residents. On the contract we have actively supported various educational events and ensured all apprentices working on the Stevenage contract secure full-time employment at the end of their apprenticeship.

The figures highlighted on this report have been derived, audited, and verified using the Social Value Portal, which measures social, economic, and environmental activities using the National Social Value TOMs (Themes, Outcomes, Measurements) Framework.

We are extremely proud of our achievements to date and are committed to continuing to deliver social value activities throughout Stevenage, recognising our social responsibility to continue to make positive difference to both people and places.

Nick Price

Operations Director - Construction Division

Social Value Achievements

Over the last three years

£6,898,908

Social Value Generated

x4

Apprenticeships

£47,770

Support to local community projects

£6,166,271

Local Supply chain Spend

£399.56

Special events for vulnerable residents

355

Hours of Mulalley staff time

81

Work Experience Placements (weeks)

x1

Long Term Unemployed

Promoting Local Labour



72%

of our team working on the MRC project live in the local area (radius 25 miles)



Karen Halford, Lead Resident Liaison Officer



Sandra Cooke, Resident Liaison Officer



Nick Edwards, Senior Project Manager



Jeff Wharton, Site Manager



Matthew Murtagh, Quantity Surveyor



Anthony Bourne, Site Administrator



Tracy Kane, Resident Liaison Officer



Claire Perrin, Senior Quantity Surveyor



Paul Milner – Site Manager



Jason Saunders – Labourer



Daniel Gaudion – Labourer



Skendar Nezaj – Handyman

Local Supply Chain Spend

£5.2m of our subcontractors and supply chain supporting the delivery of the MRC project are from the local area. Over the last two years of the MRC project, we have spent the following on local supply chain organisations

£1,081,113

Wise Scaffold Services Ltd

£50,798

London Hearts Aerial Services

£2,138,340

N&P Windows

£46,279

CDM Ceilings Ltd

£1,688,054

Specialist Electrical Solutions Ltd

£163,945

P&B Walsh Decorations Ltd

£13,000

BMA Contractors

£79,060

Borough Electrical

£111,060

Principal Security

£117,416

G Day & Son Ltd

£677,206

MH Goldsmith & Sons Ltd

Mulalley has supported the local economy by working with local suppliers and supply chain with a total investment of

£6,166,271

Support to the Community

355

Hours of staff volunteer time

£47,770

Support to local projects

£10,000

Community Chest Fund

Social Value training to supply chain partners in Stevenage

Mulalley's Social Value Team have started to roll out training to its supply chain partners. Since June 2021, Mulalley's suppliers and subcontractors working on the Stevenage MRC attend an online session covering: what is social value, how is social value achieved, what are the benefits of social value activities and how we collect and measure social value as a business.

A key part of the training session was to request our supply chain partners to provide us with details of all social value activities occurring on our sites as a result of supply chain partners working on our projects, by completing a data capture form monthly.

The data supplied is uploaded on the Social Value Portal (SVP) and provides us with a comprehensive understanding of our social, economic and environmental outcomes. We use the figures generated by the SVP to provide our clients and supply chain partners with auditable reports on the positive impacts we are making within the communities where we are working in.



Work Experience

Mulalley Provide Work Experience for Stevenage Residents

Mulalley has been offering work experience to Stevenage residents on their local construction sites to assist them to become job ready.

Four people were taken on a site visit to our Stevenage Borough Council sprinkler installation project. Following a comprehensive site induction, including a health and safety talk, where they were shown key elements of the works including the new plant room, sprinkler installation and fire alarm upgrades.



Support to Local Community Projects

Stevenage Community Chest

Every year Mulalley donates £2,500 to the Stevenage Community Chest Fund, this fund supports individuals and community organisations that support social and or environmental wellbeing of local people. Organisations are invited to outline their plans and each year a panel of Council and local stakeholders choose several projects that will benefit Stevenage's residents. This year Russell Payne represented Mulalley to hand out cheques with our Stevenage Community Chest partners.

East and North Hertfordshire Hospital Charity

They fund a wide variety of projects that support newborn babies up to the elderly with each and every one making a difference. Donations have meant that they have been able to purchase highly advanced equipment for urology, maternity, emergency care and cancer services.

They strive to be at the forefront of medical care and this means that they also fund innovative research and specialist staff training. They also fund small refurbishments and building projects to enhance patient and visitor comfort. The £1000 they received will be used to support the aforementioned projects.



Support to Local Community Projects

The Stevenage Group for Deaf Adults and Young Children

£1500 was donated to The Phoenix Group for Deaf Children & Young Adults is a charity working with deaf children, young people and their families, based in Stevenage and supporting their members in Hertfordshire.

The charity is based in Stevenage and many activities happen at their acoustically treated centre at The Hyde Out. However they also provide activities across Hertfordshire with the aim to be accessible to all families.

They welcome anyone with any degree of deafness or hard of hearing. They have a range of events, workshops and fun activities that are done together.



Support to Local Community Projects

Pin Green Community Association

£3000 was awarded to the Pin Green Community Association who run a community centre in the Pin Green area of Stevenage, providing halls for local people to hire for a range of activities including keeping fit, dance classes and other recreational activities. They also run a lunch club during the week and coffee mornings. The centre is a place where people can come to socialise as well get information and support locally.





newsrelease

Headline Sponsor of Stevenage Day 2022

Mulalley once again stepped up as the Headline Sponsor for the annual Stevenage Day.

The event, held on Sunday 12 June 2022, was well attended by local residents, Stevenage staff, local stakeholders and Mulalley, in what turned out to be a successful, sunny, fun packed day.

We changed things up this year by having a free “Crack the Safe” challenge for residents. The prize for anyone who entered the correct combination was £10,000; this proved very popular with over 200 people making an attempt. Unfortunately, there were no winners on this occasion. Our RLOs and Site Team were on hand to help residents with the challenge and also talk about our works in Stevenage.

Residents who visited us were very complimentary about our attendance and the works we are carrying out: “What a great idea (Challenge) and a lovely thing to do”, “Love the team. They are all very helpful and friendly”, “The works are great and really make a difference”.

Mulalley Associate Director Vikki Emmine said: “We were happy to be the Headline Sponsor once again at such a large community event. The ‘Crack the safe and win £10,000 was such a hit”.

Mulalley is currently working in Stevenage on their Major Refurbishment Contract, working in partnership to deliver major refurbishment work to 550 blocks and garages across Stevenage as part of a £45m investment.



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Support to Local Community Projects

Generation Stevenage – Knebworth Barn

Social Value Officers attended this years Generation Stevenage event on Wednesday 24th May 2023.

Generation Stevenage is a careers fair for young people in and around Stevenage to meet local employers from across a broad range of sectors, and discover opportunities available to them in Hertfordshire. They are hosted by Hertfordshire Opportunities Portal (HOP), powered by Hertfordshire LEP, in partnership with the Stevenage Development Board. Local students, teachers and parents/carers attended the session from 9am-6pm to speak to local employers, learn more about Hertfordshire’s major employment sectors and the various routes into work

“We were absolutely delighted with how Generation Stevenage ran yesterday not least because of you, and your colleagues, enthusiasm, dedication and ability to interact with and inspire the 807 young people from 14 different schools/colleges who attended during the day and then those who arrived with parents- for the twilight session.” – Generation Stevenage



Herts Young Homeless – Continued Support

Mulalley donated another 40 branded hoodies to local charity Herts Young Homeless, this is the fourth year of our partnership, having previously donated 120 items of new clothing and over £2000 to their annual charity golf days. On top of this great initiative, the team were extremely busy supporting multiple charities across Stevenage during December.

The team and our supply chain partners donated hundreds of toys to The Pin Green Play Centre, Bandley Hill Play Centre, St Nicholas Play Centre and food parcels to The Food Shed, The Porch Pantry and SADA (Survivors Against Domestic Abuse).



Support to Local Community Projects

Green Space Volunteers

The Green Space Volunteers, whose green fingered members have been brightening up Stevenage for several years, were previously awarded £1,000 to replace rose bushes with lavender bushes, this year they were awarded a further £500 to carry on their great work!



The Oval (Stevenage Community Association)

Awarded £1098.50, The Oval Community Association employs staff to oversee the day to day running of the Oval Community Centre. Built in 1974 the Oval Community Centre is the largest in Stevenage and attracts a varied range of users who offer services for all ages. The Oval Community Centre runs regular family events throughout the year supporting thousands of local residents.



Support to Local Community Projects

Douglas Drive Day Centre

Douglas Drive is a Day Centre for Senior Citizens from Stevenage and surrounding villages and were awarded £1900. They aim to enrich the social lives of Senior Citizens and help to prevent isolation by meeting people in similar situations. At present they provide 3 Day Care groups, these include two sessions of general day care and one session specifically for Stroke Survivors and also people living with Parkinson's Disease, MS and similar conditions. Activities suitable for each group are organised and delivered by an activities co-ordinator assisted by volunteers.

People attending the day centre can also get a subsidised two course meal. The centre is run by a voluntary management committee and 6 part-time staff as well as many regular volunteers who give their time to help keep the centre running.



Support to Local Community Projects

Stevenage Planters

Mulalley, in conjunction with Stevenage Borough Council and local charity, Green Space Volunteers, have installed planters at our main compound area at Shaftesbury Court, Stevenage.

The plants are being grown here as, due to the works, some of the tenants' plants had to be dug up and replanted. These plants will be maintained using a water butt installed on site.

Upon completion of the works, the plants grown in the main compound will then be transferred to newly installed permanent planters to the main garden area at Shaftesbury Court, and a joint potting day will take place for all residents of the block, Mulalley and Stevenage Borough Council.



Residents have all said it is such a nice gesture from Mulalley. One resident even wrote on the form it is a lovely thought. They are looking forward to the scaffolding being down and being able to enjoy the garden again”.

*Laura Taylor, Specialist Support Officer
Stevenage Borough Council*



Support to Local Community Projects

Construction Training Hub Support

Back in February 2022 Mulalley attended the launch of a new Construction Training Hub at Hart Learning Facilities in Stevenage, the North Hertfordshire College is an occupationally focused Further Education college, and part of Hart Learning Group, a charitable organisation with a mission to spark fascination, inspire and motivate people through learning. Mulalley continue to support the hub providing access to quality apprenticeships, work placements and free access to our new Mulalley E-learning Portal for up to £2000 of free training per annum.



HART

LEARNING + DEVELOPMENT

As a founder partner of Stevenage Works, it was a pleasure to meet some of the students and teachers. It was clear that the partnerships Mulalley has forged with Hart Learning Group, Stevenage Council and the CITB is having a demonstrable impact on the lives of the students and teachers, and we look forward to continuing our support of the new Construction Training Hub”.

Nick Price Operations Director Mulalley



Special Events for Vulnerable Residents

Fish and Chip Shop Lunch for Residents in Norman Court

Mulalley provided Fish and Chip lunches for all residents in Norman Court as a thank you for their continued patience and support whilst works are being carried out.

Residents were able to choose from a range of fish, pies and sausages for their lunch; all purchased from local shop 'The Fish & Chip Shop Old Town'.

Lunches were delivered directly to residents' front door by members of the site team on the day and the residents made some lovely comments.

“
Many thanks, this is a delicious treat

”
You are spoiling me, I do love a chip shop lunch

”
This is lovely, thank you. I'm going to enjoy this

”
We will enjoy our lunch. Thank you Mulalley

”
All your staff are very nice and polite, I rarely hear works are taking place it's so quiet



Special Events for Vulnerable Residents

90th Birthday Celebrations for Stevenage Resident

Mulalley recently helped celebrate Vera's 90th birthday by gifting her a lovely bunch of flowers, box of chocolates, sparkly balloon and personalised birthday card. Lead Resident Liaison Officer Karen Halford was on hand to present the gifts on behalf of Mulalley

“Thank you very much. What a wonderful surprise. The flowers are beautiful. it has been a pleasure knowing everyone at Mulalley; such lovely people



Special Events for Vulnerable Residents

Bouquet Surprise for Stevenage Resident

Mulalley site team found out that one of their residents had been poorly and housebound. To help cheer resident Pat up, they visited her with a lovely bouquet of flowers and wished her a speedy recovery.



I am very honoured and pleased to be presented with these flowers. They are beautiful, thank you very much to you all; what a lovely thought

Stevenage Christmas Raffles

Mulalley donated some fantastic festive prizes to two of Stevenage's community group's annual coffee morning Christmas raffles.

Our Lead Resident Liaison Officer Karen visited Truro Road sheltered block and Grosvenor Court sheltered block to personally deliver a basket full of raffle prizes.



Resident Satisfaction



99%

our Year 3 Resident Satisfaction Score
Year 2 – 96%
Year 1 99%

We are pleased to have achieved 99% resident satisfaction results for a third consecutive year on the MRC project.

Residents have expressed their happiness with the works we have delivered as well as the support we have given towards community projects. Mulalley have ensured residents are able to contact site staff whenever they need to and that our Resident Liaison Officers demonstrate care and compassion to residents at all times



Environmental Achievements

Mulalley is proud to be a Carbon Neutral Plus company and we have maintained our Carbon Neutral status for the 7th consecutive year, which reinforces our commitment to reducing our environmental impact by placing sustainability at the heart of what we do.



99%

Waste Recycling of Construction Waste Across the MRC Project

9000

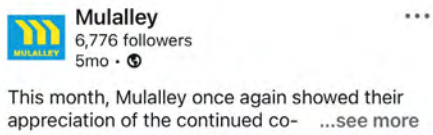
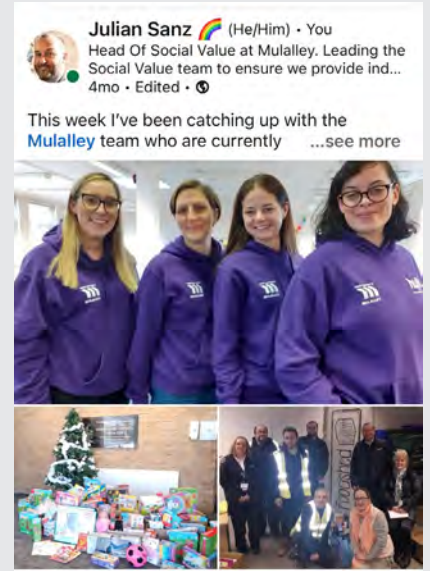
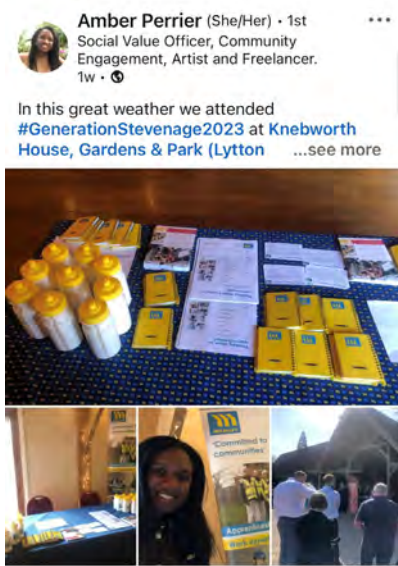
Single use milk cartons replaced with re-useable glass bottles

Green Travel Plan implemented by introducing web meetings as a first option



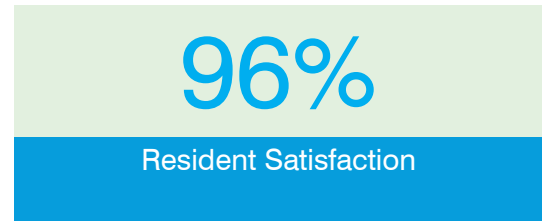
Publicity

We are proud to publicise the work we do in communities through the use of social media. Here are a few recent posts/tweets



Thank You's

Stevenage residents once again show their gratitude and appreciation to Mulalley for providing a great service and for being considerate during the works



As tenants and a small dog occupying a first floor flat in Hopton Road we found the whole Mulalley team showed a great deal of consideration whilst working in and around the property we occupy. To note as our dog is easily startled by sudden loud noises Mulalley always gave us plenty of notice and also made good our access to our flat easy and safe when returning after walks with the dog. Thank you to all of them

Always letting me know what work was being carried out with plenty of notice. Always tidying up after themselves. Always polite

Kept area COVID-19 safe and clean. When I got better brought my shopping upstairs etc. Fixed my oven so it wasn't rocking, so many things that I give top marks to all the boys who work on here they were great. You have great people working for you

All works carried out with ample notice and minimal disruption. All Mulalley staff were polite and helpful when contacted on site and by phone. Works were completed in a timely manner with every area tidied before leaving the job. As a resident working from home noise was to be expected by was kept to a minimum wherever possible and always forewarned by Mulalley staff in good time





Mulalley

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