

“Mulalley’s approach to business has always been different. It’s been one of innovation, one of growing our own, one of being professional and by never being afraid to try. Above all ... it has been one of working together”



# Stevenage Impact Report

Year 2  
July 2019-July 2020

# Contents

Introduction ..... 3

Executive Summary ..... 4

Social Value Achievements for Year 2 ..... 5

Promoting Local Labour ..... 6

Community Engagement..... 7

Stevenage Community Trust ..... 8

Employment and Training Achievements ..... 11

Resident Satisfaction ..... 14

Collaborative Working..... 15

Environmental Achievements ..... 15

Mulalley Site Team Recent Achievements..... 16

Publicity..... 17

Final Remarks ..... 18

# Introduction

Mulalley & Co Ltd focuses on housing development, social and educational projects, major refurbishment including estate and area regeneration, decent homes and planned and reactive maintenance. We work alongside government departments, local authorities and wider public sector organisations as a strategic partner to deliver contracts and to develop sustainable, efficient and vibrant communities.

Our vision is to be the leading construction company that organisations choose to do business with, and our mission is to give our customers and partners the best value for money and most effective service through quality, efficiency and professionalism. Our ethos is to put the needs of our clients first by delivering what we promise, invest in the communities we work in and fully commit to exceeding standards and provide a safe and happy environment for our employees, partners and people in the communities we work in.

A key element in delivering contracts for Mulalley is to create social value and generate benefits for communities that we work in – we understand the importance to help residents and support local services which is why we embed social value in all aspect of our business.

Mulalley has a dedicated Social Value, Employment & Training and Resident Liaison teams. Our staff have comprehensive skill sets and capabilities that enable us to provide holistic services covering a range of key areas which help us generate positive social value outcomes. Our dedication to social value has been further enhanced by becoming a member of the Social Value Portal – a measuring tool to capture, monitor and measure social, economic and environmental activities using the National TOMs (Themes, Outcomes and Measures) Framework.

At Mulalley we are passionate about improving and enhancing life chances for residents and the wider community so that they can continue to grow and thrive. Our broad set of skills provides a unique offer that enables us to make a real difference.

When we commenced our partnership with SBC (Stevenage Borough Council) we made a commitment to work closely with SBC, local partners and communities to maximise social value and strengthen the future of our partnership in the borough.

We hope you enjoy reading our Year 2 Social Value Impact Report on how our team have been achieving targets on Stevenage MRC project and fulfilling our commitments for the borough over the last year.

**Bruce Benson**

Managing Director – Construction Division



# 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 the past year of the contract, Mulalley invested heavily in the community and as a result we have achieved several positive outcomes such as 63% 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 the past year, 67% 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.

This report provides a summary of our social value activities accomplished over the past year. 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.

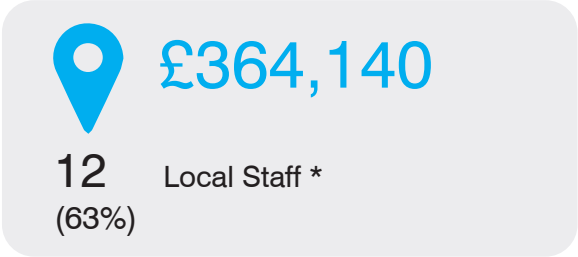
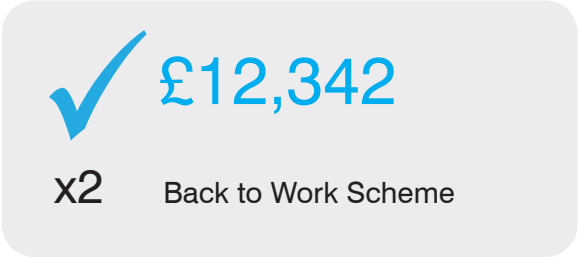
We are extremely proud of our achievements to date and are committed to continuing to deliver social value activities throughout Stevenage, recognising our social responsibility to continue to make positive difference to both people and places.

## Nick Price

Operations Director



# Social Value Achievements for Year 2



# Promoting Local Labour



63%

of our team working on the MRC project live in the local area \*



Sandra Cooke, Resident Liaison Officer has been working on the Stevenage MRC



Karen Halford, Lead Resident Liaison Officer has been working on the Stevenage MRC



Lewis Palmer, Site Manager has been working on the Stevenage MRC



Jeff Wharton, Site Manager has been working on the Stevenage MRC



Matthew Murtagh, Quantity Surveyor has been working on the Stevenage MRC



Peter Baker, Graduate Quantity Surveyor has been working on the Stevenage MRC



Sam Webb, Site Administrator has been working on the Stevenage MRC



Claire Perrin, Senior Quantity Surveyor has been working on the Stevenage MRC

We also have the following local operatives working on the Stevenage MRC project: -



Jason Saunders – Labourer



Daniel Gaudion – Labourer



Paul Milner – Handyman



Skendar Nezaj – Handyman

\*radius 25 miles



# Community Engagement



## Symonds Green Pond

This community initiative co-ordinated by Stevenage Borough Council, The Conservation Volunteers Charity and supported by Mulalley saw a neglected pond on Symonds Green Common cleared of weeds and industrial debris. Volunteers erected leaky dams feeding into the pond, in an effort to slow the flow of silt which runs from a pub car park and A1(M) motorway.

**Absolutely fantastic to make a difference, despite being knee deep in mud for most of the day!** *Green Space volunteer Ronald Usher*

**£2,500**

- 14 Mulalley Staff
- 2 Supply Chain Staff
- 5 Days in total
- 96 Staff Volunteering Hours



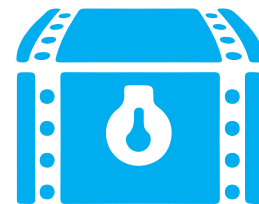
## Continuing to improve the local area

This bench was discovered on an MRC block; Mulalley arranged for the bench to be refurbished by students studying carpentry at North Herts College. Once the bench was fully repaired Mulalley got the bench installed by a Mulalley handyman in a local park. A plaque for the bench was donated by both Mulalley and Wates Construction.



# Community Engagement

## Stevenage Community Trust



Mulalley provided their annual donation of £2,500 to the Stevenage Community Trust to help support local community projects. This years three worthy causes were:

### Green Space Volunteers

Green Space Volunteers were awarded £1,000, to replace rose bushes with lavender bushes.



### Friends and Relatives of Trotts Hill

Friends and Relatives of Trotts Hill were awarded £2000 to build a forest school at Trotts Hill Primary and Nursery School.

### Covid the Cobra

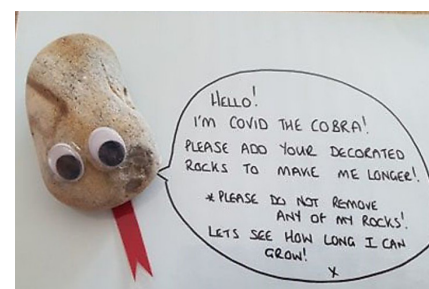
A £2,000 grant was given to organisers of Covid the Cobra. This mosaic art installation, was created during the first lockdown. Funds were spent on painting rocks, which people of all ages from the local community took part in, making the cobra around 10,000 stones long. The money will be used to help replace the stones.

Covid the Cobra is bringing smiles to the faces of children and adults alike during lockdown, with people contributing more than 150 painted stones to his length so far.

The snake made of painted pebbles on Stevenage's Grace Way was started by mum Dawn Parnell and her children Eddie, 10, and Owen, five.



At the start of lockdown, my sons and I painted stones and began leaving them around on our walks and on friends' doorsteps, to bring a little smile to people. This soon caught on and friends started to do the same. Dawn





# Community Engagement

## Herts Young Homeless

Mulalley also supported the Herts Young Homeless (HYH), a charity that provides essential services to young, at risk vulnerable people. We are extremely proud to have supplied 60 items such as fleeces and winter coats in December 2019. Mulalley has also agreed to support HYH further by supplying an additional 50 hoodies.



Sponsorship to date:

£2,555.40

# Community Engagement



## Goody bags

In appreciation of the continued co-operation of residents in whose homes we work, Mulalley organised 1000 goody bags to be personally delivered by our hard-working Resident Liaison Officers across our contracts. The bags were filled with goodies including crackers, biscuits, chocolates, puzzle book and much more.

Thank you for such a kind gesture; this is much appreciated. Your staff are very friendly and are always there to answer questions. *Stevenage Resident*



## Raffles

Mulalley donated some fantastic prizes to the Stevenage's community group's annual coffee morning Christmas raffle.

Our Lead Resident Liaison Officer Victoria visited the Southend Close sheltered block to personally deliver the raffle prizes.



Mulalley is a great company with lovely people

*Jill, a resident that organises the Coffee Mornings at Southend Close*



# Employment and Training Achievements

## Samantha Webb – Business Administration Apprentice

Over the last year we have successfully placed Sam Webb from an apprenticeship programme into full time employment as a site administrator with Mulalley. Sam completed her Business Administration Apprenticeship in July 2020 and said:

*"I first started my apprenticeship with Mulalley in February 2019 after going to sixth form and deciding that it wasn't for me. I really enjoyed working, earning and learning about the construction industry. I finished my Level 3 business apprenticeship in July 2020 and was rewarded a distinction. I really enjoyed working as an admin for Mulalley but considering everything that was happening with the world with employment I wasn't so sure what the next steps for me were. When I had a zoom meeting with Lisa Jennings (Senior Employment & Training Manager) and Nick Price to discuss this, they both said that job role was needed in Stevenage and gave me the opportunity to have full time employment here. I was very grateful for this"*



## Scott Mortimer

Scott started working on the MRC projects with Mulalley via our supply chain partner Specialist Electrical solutions. Scott started his electrical apprenticeship in January 2020, studying at North Herts College.

Scott is currently in his last year of his course undertaking his City & Guilds level 3 Certificate in Electrotechnical Technology Installations (Building & Structures).

# Employment and Training Achievements



## Paul Milner

Paul works as a Multi-trade handyman. Paul undertakes multiple different tasks on site such as, brick repairs, decorating, plastering, groundworks, signage install, cable management .

## Aiden Collins

Aiden secured an Electrical apprenticeship, studying City & Guilds level 3 Certificate in Electrotechnical Technology Installations (Building & Structures). Aiden is currently attending Oaklands College and is in his final year of the course.

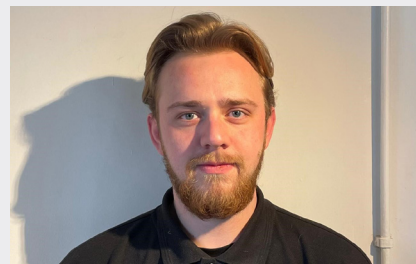


## George Reeves

George is working on the MRC project with Mulalley through our supply chain -Wise Scaffolding Ltd. George secured an apprenticeship with Wise Scaffold in 2020 and is continuing to enjoy his placement.

## Nathan Ollenbuttel

Nathan recently successfully completed his apprenticeship course as Heating engineer and has secured employment with our supply chain – Orion.





# Employment and Training Achievements

## College Site Visit

As part of the JCPO construction course, students from North Herts College spent the day with our site teams at the Scarborough Avenue project.

The Students were split into two groups, the first group completed the full Mulalley site induction with Senior Site Manager James Quaile, which included watching the Mulalley Health and Safety video followed by a Q and A session.

The Second group completed an RLO induction watching the Mulalley RLO induction video which was followed by a Q and A session with Karen Halford and Sandra Cooke whom both work on the Stevenage MRC.

All students had their temperatures taken by the social distancing monitor Jason Saunders before coming onto the site compound.

On completion of the Inductions and Q and A sessions, Matt Oakley and James Quaile took the students on a site tour to show them the works that MCL had completed and were in progress in Symonds Green on the MRC project.



# Resident Satisfaction



99%

is our Year 1 Resident Satisfaction Score

We are pleased to have achieved 99% resident satisfaction results for a second 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.

Done everything well

Very quick and efficient

Very pleased with work

Everyone was very polite and happy with everything

Windows fitted well. All polite and helpful

Very quick and tidy

Very nice and chatty and polite

Impressed they was so clean and nothing could have been done better

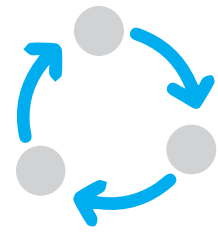
Gone the extra mile to modify my blinds to fit

Speedy window fitting

Everyone has been so lovely and polite

Nice new windows. Tidying up and being polite

Happy with the service provided



# Collaborative Working

Mulalley is a firm believer of collaboration – the key to delivering a successful contract is down to partnership working. We joined forces with partners who shared a common interest with us in Stevenage, to jointly provide enhanced services that benefits the local community and generates social, economic and environmental outcomes. On the Stevenage MRC we are proud to have worked with numerous local key stakeholders, helping us to collectively deliver positive benefits and achieve outstanding outcomes that directly helps people and places.



# Environmental Achievements

Mulalley is proud to be a Carbon Neutral Plus company and we have maintained our Carbon Neutral status for the 5th consecutive year, which reinforces our commitment to reducing our environmental impact by placing sustainability at the heart of what we do.



## 98%

Of construction waste recycled 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.



# Mulalley Site Team Recent Achievements

To ensure we deliver services in the safest possible way under the current circumstances of Covid-19, our Stevenage site team have recently participated in Covid-19 training. All site staff complete weekly rapid COVID flow tests. We want to ensure both our staff and residents are kept safe at all times.

Site team - Covid-19 rapid testing & Covid-19 training:



The Mulalley Site Team at Stevenage MRC, have been taking part in Covid-19 Rapid Testing to ensure residents and operatives safety







# Publicity

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



# Publicity



Excellent, well done to Nick and team and thanks to you Greta for sharing. Hopefully this opportunity will provide Samantha with all she needs to continue her career journey

*Matt Partridge, Stevenage BC*

In February 2021, Mulalley took part in National Apprenticeship Week, to celebrate the success of our own apprentices working on our schemes where they talk about their journey and experience. Samantha talked of her journey from being placed on a week-long work experience placement to going onto an apprenticeship course and then to secure a full-time job as an Administrator with Mulalley. Samantha's video was uploaded on Twitter and LinkedIn which received praise from Stevenage Borough Council.

# Final Remarks

We are thrilled to have worked on the Stevenage MRC for the last two years, supporting valuable services that benefit vulnerable residents and contributing to the delivery of community-based projects that benefits the wider community, adding real value to the borough of Stevenage. We have developed strong relations with residents, key stakeholders and local businesses across the borough and have thoroughly enjoyed supporting a number of meaningful services, provisions and programmes enabling us to achieve social, economic and environmental outcomes for Stevenage Borough Council.



## Mulalley

Teresa Gavin House, Woodford Avenue

Woodford Green, Essex, IG8 8FA

020 8551 9999 [www.mulalley.co.uk](http://www.mulalley.co.uk)

## Copyright © 2021 Mulalley

All rights reserved. No part of Mulalley publications or information may be reproduced, circulated, distributed, stored in a retrieval system, or transmitted in any form or by any means, without the prior written permission of the Managing Director of Mulalley.

