

STEVENAGE MAJOR REFURBISHMENT CONTRACT

PROJECT IMPACT REPORT

YEARS 1, 2 & 3 UPDATE





Client:

Stevenage Borough Council.

Value:

£45m investment between partnering contractors.

Duration:

5 year programme

Project:

Wates Living Space was appointed by Stevenage Borough Council in July 2018, alongside Mullaley to provide planned maintenance programmes across 450 blocks.

Collaborative working and partnering

Following the SBC closing the Cartridge site, Wates have extended and refurbished another office to increase the space to allow SBC to have office space to continue the collaborative positive working from the last few years.

Monthly resident liaison meetings

These are meetings between Wates and Stevenage Borough Council staff around reviewing the programme of works, resident engagement and any no access properties etc.

Quarterly communications meetings

These meetings are held between SBC staff (with various departments i.e. Housing / Leasehold Services), to review the MRC programme and with each member providing updates.

Monthly access meetings

These are similar to the communications meetings above but involve more detail.

Monthly contract progress meetings

These are carried monthly to review the MRC programme globally, this includes; progress against programme, KPI's and spend/cashflow forecast.

Quarterly cross county meetings

These meetings give the opportunity for all the departments within Stevenage to attend meetings with the main contractors, to run through all the major works schemes, including the MRC. This has been great for information sharing from ASB, refuse, cleaning and tenant services, so information can be shared and lessons learnt on the contract.



Following the Covid-19 pandemic, we continue to communicate regularly with SBC and consultants through various IT platforms to ensure a smooth delivery of the programme and communication.

Operational highlights

- **110** blocks commence on the MRC programme
- **71** blocks have achieved practical completion
- **19** blocks are complete and waiting practical completion
- **20** blocks currently works in progress

Phase 1

– Practical completion achieved in December 2019 to 42nr blocks.

Phase 2

– Practical completion achieved in November and December 2020 on 29 of the 31 blocks.

– The remaining two blocks of year 2 have variations being designed with SBC and are currently planned for completion in early 2021.



Phase 2 block, 2-97 Roundmead – roof and rooflight replacement, cladding decorations, new windows and paving repairs.

Operational highlights

Phase 3

- Batch 1 complete and due for practical completion December 2020 (19 blocks total)
- Batch 2 on site and progressing well, programme to complete in February 2021
- Batch 3 Lonsdale Road (11nr blocks) started October 2020 and planned completion in March 2021.



Phase 2 block, 1a – 39a The Hyde completed roofing, windows, canopy repairs and external decorations.

Garages

Wates have been supporting SBC on the new package of works on the garage scheme (158 garages) and has been a real success in all aspects from working with SBC To collaborating with the residents. We are developing a programme for 2021 to deliver the next phase.

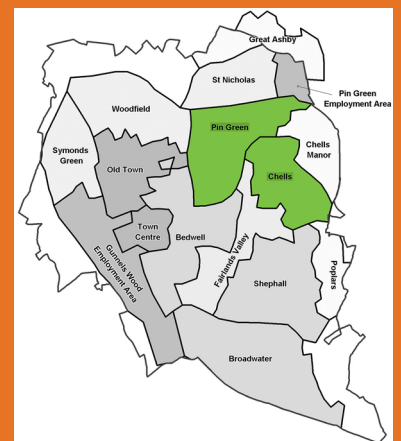


Looking Ahead

What does 2021 look like for the Stevenage MRC?

2021 will be focussed in the Pin Green and Chells area as Broadwater and Shephall areas draws to a close.

Wates have issued a forecast programme for all the remaining years on the MRC. 2021 will consist of 43 blocks, starting with Archer Road, Pin Green.



Archer Road package will commence from mid-January 2021 following the conclusion of the S20's, this phase will be Batch 4 of phase 3 and will complete in June 2021.

Commercial highlights

Good relationships forged with Stevenage's consultants, FFT and regular meetings are in place. Application review meetings are in place which allows for a quick turnaround of monthly applications.

All payments by SBC are on time and within agreed time scales.

Wates is in line to achieve Stevenage's budgeted spend figures for 2020-21.

Final accounts have been issued for MRC Blocks Phase 1 and Garage Work Streams. Practical completion is due on Phase 2 blocks in 2020, meaning that Phase 2 final account will start to be issued in January 2021.

Turnover

Forecasted turnover 2018-2021:

Phase	Turnover (£)
MRC Blocks Phase 1	£ 4,839,975.31
MRC Blocks Phase 2	£ 4,795,717.14
MRC Blocks Phase 3	£ 2,103,443.76
Garage Work Streams	£ 508,881.10
Total	£ 12,248,017.31

Local labour:

Summary	%
Local labour %	48.3%
Local spend %	40.0%
Local supply chain %	42.0%

Note: The above spend profile is up to January 2021

Surveys

We are currently in the process of completing all our block condition surveys for the remainder of the framework. This strategy is to provide Stevenage with visibility of the estimated overrun costs for the framework and to establish whether additional funding may be required. This will also provide Stevenage with an outline programme and completion dates for all blocks in the MRC programme.

Environmental

Wates have been in discussion with SBC and provided input regarding the Social Housing Decarbonisation Fund. It is hoped that this funding will be granted, this will contribute in a lasting way towards improving the environmental performance of the SBC's stock and reduce fuel poverty. Environmental and sustainable approaches are at the core of everything we do at Wates.

Community investment highlights

We focus on initiatives where we can make a real difference and can strengthen our relationships with customers, supply chain partners and the local community. We are really proud of the added value we have delivered on this project. Key achievements from day one of our project include:

EMPLOYMENT & TRAINING



38

local people have benefited from employment and training initiatives



£131,741

is the value of our investment into training local people



2,037

hours have been invested by Wates staff in supporting these people



68

training / employment weeks have been created for local people



3

Apprentices employed on this contract

INVESTING IN EDUCATION



470

students supported by our education activities and programmes



38

hours have been invested by Wates staff into these activities



£5,342

is the value of investment into supporting education

INVESTING IN THE COMMUNITY

495

hours have been invested into volunteering in the community by Wates staff

£37,922

has been invested into local charities / community causes

£175,005


Worth of Economic, Environment and Social Value has been generated on this project

Stevenage Works

We focus on the environmental and social issues where we can make a real difference and where we can strengthen our relationships with our customers, supply chain partners and the local community.

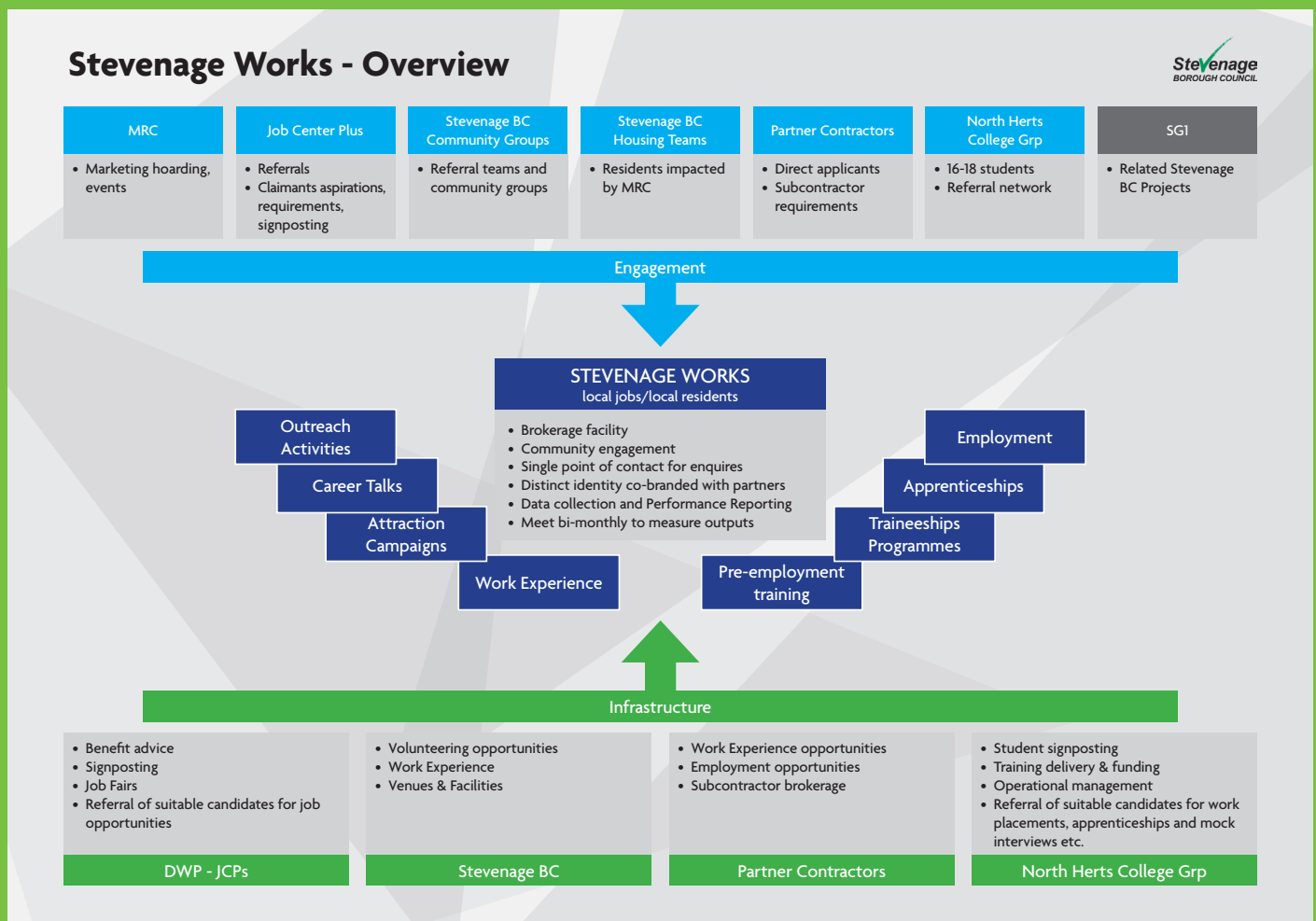


Major Refurbishment Contract
Working in partnership to deliver major refurbishment work to 550 blocks and garages across Stevenage as part of a £45m investment.





We are very proud to be members of the **Stevenage Works** group.



Wates Living Space is a company with a **single minded commitment to delivering the highest quality for our customers** while making a lasting difference to the communities in which we work.

Our style and approach to working with our clients is one of openness and transparency, which we believe is essential to create true partnership working. We view this as a long term partnership and we will work closely with Stevenage to ensure that we deliver a contract that provides year on year improvements and leaves a lasting legacy for you and your residents.

David Morgan

Executive Managing Director, Wates Property Services



We are proud to have been working for the past three years with Stevenage Borough Council on their Major Refurbishment Contract. During this time we had the opportunity to build strong relationships with Stevenage Borough Council, local councillors and the local community. We have delivered some great projects with community, economic and environmental benefits and we hope you will enjoy reading on what we have achieved to date on this contract.

Dave Callaghan

Divisional Manager, Wates Living Space



Training and employment

Business Administration Apprentice – x 1

James started his apprenticeship with Wates in July 2019, for a duration of approximately 18 months.

I hope you are all well, I just wanted to share my story with you all.

Last July, I finished my A-Level's, I had applied for university and had received my place and sorted my accommodation. I was ready to go, I was ecstatic with my grades I achieved and I could not wait to head off to start my university adventure.

However, after a couple of weeks of being there, I realised I was not ready for university and that it was not for me. So I decided to leave.

I continued to work my part time job that I was doing before I went off to university, but I very soon got bored and frustrated and wanted to do better things with my life. So I spoke to my parents and they suggested I applied for different jobs, apprenticeships and degree apprenticeships. For months I applied for so many roles, most of which I got ever so far with but was never offered the position. I felt like giving up completely.

But then, one day I received an email, an email to say that I was actually successful with an interview and that they wanted to offer me the position. I had to read this email over and over again to believe it, when I came to the realisation it was not a dream. It is a very good apprenticeship which is in a position I want to work in, this being business admin and is local, so makes it very convenient.

They were all so welcoming, supportive and are very easy to get on with. Since then, I have learnt some skills, grown so much in confidence and made what I consider to be not just work colleagues, but friends. We had an amazing works do over the summer (THANK YOU SUSZANNA!) and every time I work I just feel happier by the day.

Today (24/09/2019) also marks the day of my one month anniversary with my girlfriend, which I never thought I would say and I feel so lucky to have such an amazing girl play that part in my life.

THANK YOU for giving me this wonderful opportunity I honestly believed I thought I would never get.



Langley waterproofing and roofing systems apprentices – x 2

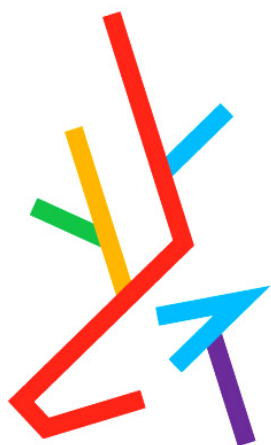
Working with our local supply chain Ash Roofing, we have been able to work with them to get two apprentices onto the Langley roofing apprenticeship scheme, which is directly involved in the roof renewals on the MRC Stevenage contract.



Training and employment

North Herts College General Construction Course – May 2019

On 14th May 2019, Wates were invited to attend the General Construction Course which is run by North Hertfordshire College in partnership with DWP to deliver a talk to the participants of the course. Tom Joblin and Doina Caniparu attended the event and talked to the participants on the career pathways into construction, apprenticeship routes and how to get employed in the construction industry. This was an interactive talk with participants asking questions and being inquisitive about the careers in this industry.



**NORTH
HERTFORDSHIRE
COLLEGE**

Community and charity events

Community Chest Fund 2020

Wates proudly donated £2,500 towards the Community Chest Fund which looks at providing donations to community projects which should improve the economic, social or environmental well-being of people in Stevenage.

The winners of the donation were:

Green Spaces – The gardeners are a sub-group of the Green Space Volunteers under the auspices of the Council. The gardening team meets weekly to maintain the flower beds within the Town Centre Gardens.

Covid the Cobra – Covid the Cobra was a snake created out of painted rocks. He was created during lockdown and saw a community of all ages brought together during a time of uncertainty.

Friends and Relatives Of Trotts Hill – FROTH are a charity who support Trotts Hill primary and nursery school to buy much needed equipment and resources to support the children and their education.



Green Spaces presentation



Covid the Cobra presentation



FROTH presentation

Residents Christmas Hampers – December 2020

The Wates site team have kindly donated Christmas hampers to 5 Stevenage residents. Our aim was to support members of the community who are vulnerable, may not have immediate family available to them or just having to long term self-isolate. Hopefully our small gesture will make Christmas 2020 more joyful and fulfilling to these residents.



A Christmas Gift – November 2019

To keep up with the Christmas spirit, on 25th November 2019, the Wates team donated 60 advent calendars which were given to the Communities and Neighbourhoods Team to distribute between all play centres throughout Stevenage.

The calendars were well received and we are sure it made quite a few children in Stevenage happy.



Community and charity events

Helping Vulnerable Residents

Our Wates RLO, Danielle had a long term no access property which needed to be accessed for lateral mains works. The resident did not open the door to anyone, including her landlord for many years.

This was a historical difficult to engage with resident problem. However, with lots of patience and perseverance, Danielle managed to get a connection with the resident and when the resident finally agreed to open the door, Danielle found out she was an extreme hoarder and embarrassed of how her home became in the last few years.

Danielle managed to get a group of caretakers to clear the residents home and arranged a Wates skip to dispose of all the items. Danielle said that her experience and how Mental Health First Aider course has helped her to see how more she can help her community. This is truly going the extra mile behaviour!



Before



After



The full skip that was needed

Community and charity events

Haven Haircut Day – April 2019

Wates were pleased to attend the 2nd time to The Haven homeless shelter in April 2019 to give haircuts to ladies residing in the shelter. It was a good time to catch up with their progress and find out where Wates could support the shelter.



Community and charity events

Haven Haircut Day – February 2019

On 19th February 2019, our Resident Liaison Officer Danielle Cracknell and her friend Natalie, gave haircuts to seven ladies currently living in Stevenage Haven. Stevenage Haven exists to provide shelter and support for single people experiencing homelessness in Stevenage and North Herts. It was amazing to see how confident the ladies from the shelter were after a little heartfelt TLC and all down to Danielle and Natalie volunteering their time and effort on the day.

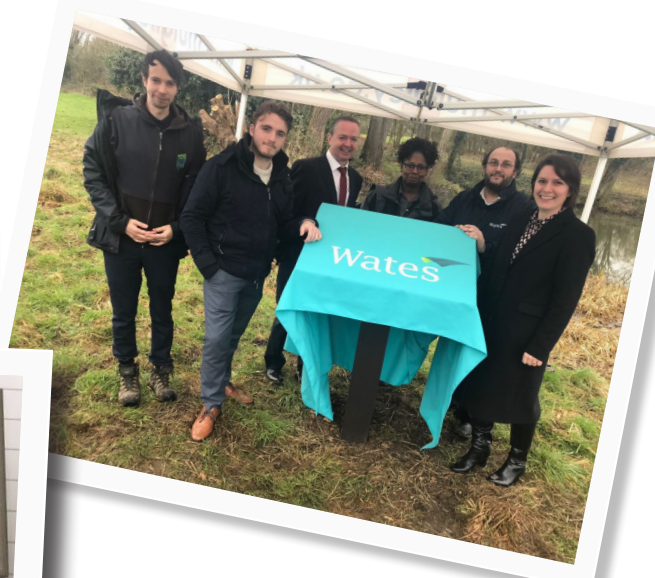


Investing in the community

Symonds Green Pond Project Opening Day – January 2020

On 30th January 2020, Wates celebrated the Symonds Pond clearance project with the local council that our project team worked in partnership on with TCV, Mulalley and local resident volunteers back in October and November 2019 (see opposite page).

Students from North Herts College also supported the project by refurbishing a nearby bench and notice board to compliment the new pond. The celebrations highlighted the great work and lasting impact the new pond brings to the local community.



Investing in the community

Symonds Green Pond Project – October 2019

As part of the social value commitment, Mulalley and Wates are giving £2,500 each per year for projects selected by Stevenage Borough Council. The Symonds Green pond project was highlighted to Wates and Mulalley in February 2019. The pond had overgrown vegetation that was overtaking the area of the pond. The pond needed work done to restore it to its previous glory.

Due to the intricate works involved in the project, Wates have involved TCV (The Conservation Volunteers), a charity which carries out only outdoor green spaces projects. With their knowledge and support, TCV met up with Stevenage Borough Council Green Spaces staff to come up with a MUST list of works needed to the pond to restore it back to what it was. A list was devised and volunteers were brought from different organisations such as: Wates, Mulalley, Stevenage Green Spaces, North Herts College students, Stevenage Borough Council and residents of Symonds Green Resident Group.

Together with the supervision and materials supplied by TCV, the works was completed during 5th, 6th and 7th November 2019. TCV attended a week later to complete the works on the pond. This was a big project with lots of activities and a lot of involvement from different organisations. A great example of partnering and teamwork!



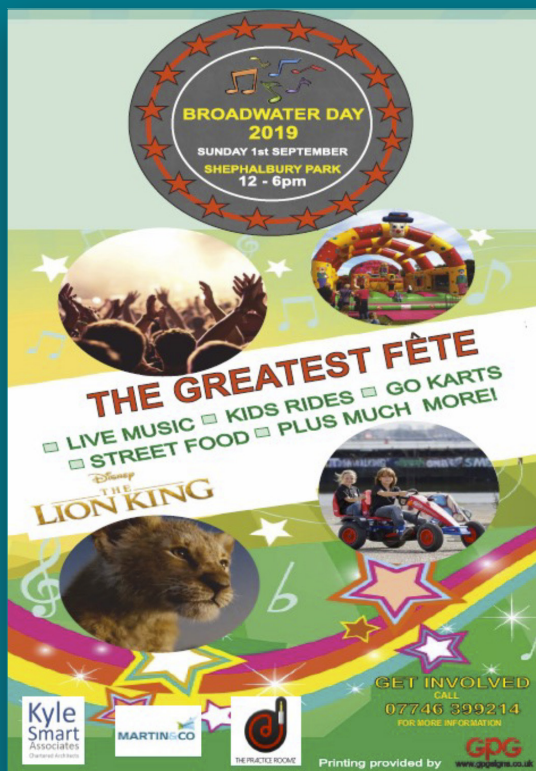
Investing in the community

Bragbury End Residents Group Broadwater Day Event – September 2019

Wates donated a £500 marquee to Longmeadow and Bragbury End Residents Group on the Broadwater Day event.

Broadwater Day took place on the 1st September 2019 from 12pm to 6pm and was a Garden Fete on the biggest park in the South of Stevenage.

The fete had live music, performances, stalls, rides, attractions and other wonderful things meant to make local residents smile!



Stevenage Day Sponsorship Skip Donation – July 2019

Wates proudly donated £1,000 to Stevenage Day event. The sponsorship funded the main performance of the day, Pastiche – a troupe who do fire breathing and fire eating, they are now going to start the show, provide two other shows during the day and perform around the event.



Skip Donation at The Haven Organisation

Wates were approached by The Haven organisation to donate a refuge skip. This was asked as the centre needed some garages cleared in order to provide additional storage space. Wates donated a skip for a duration of 1 week, which was gladly received by the centre.

We supported the Haven centre again with another skip donation to assist their occupants and the centre with clearing their unwanted items. The skip was placed for 2 weeks and collected once it got filled up.

Investing in the community

Community & Conservation Woodland Walk Project – June 2019

Every year Wates staff volunteer their hours in benefit for the community. On 20th June 2019 the focus was on creating greener, happier, and healthier communities.

The project in Stevenage that was brought to our attention by Bragbury End Community Garden Group was a wooded area which is running parallel to the railway line from Windsor Close to Pembridge Gardens (Blenheim Way).

Together with The Conservation Volunteers, Wates staff, Stevenage staff and Bragbury End Community Garden Group, we cleared away the dumped rubbish and maintained the area, enhancing it into an English woodland. This joint effort will help to make the area a special place to go for walkers, families and residents alike, and make residents feel proud of their area and helping to take care of it.

We were proud to have as guests the Mayor of Stevenage, Cllr Simon Speller and MP Stephen McPartland, who were happy to take part in the project. Well done to all involved to making a difference to the environment!



Resident engagement

Valentine's Day at Gladstone Court – February 2019

What a nice way to start the day with a bit of love from Wates. Residents at Gladstone Court had a little love surprise for Valentine's Day on 14th February 2019 at their weekly coffee morning. The team donated gifts for their weekly raffle prize draw and added some colour with red heart balloons. The attention was well received and made the residents very happy.



Resident engagement

Resident's Birthday at Pitt Court – March 2019

On 15th March 2019 one of our residents at Pitt Court celebrated her birthday and for this occasion, our Resident Liaison Officer Anna Lee bought the lady a bunch of flowers. The attention was a surprise for the resident and very much well received.



Christmas Meal at Pitt Court – December 2018

Wates were delighted to attend the Pitt Court Christmas Meal and donate raffle prizes and cakes for the occasion, on 13th December 2018.



Pitt Court Christmas Meal, 13th December 2018.

Building Futures programme

28th October – 8th November 2019

Building Futures is a two week pre-employment training programme for unemployed adults. It is accredited by the Qualifications and Credit Framework (QCF) and provides basic construction training underpinned by employability skills to help participants make the transition into employment or training. Building Futures was launched by Wates in 2006 to tackle unemployment in the communities in which we work, as well as add value beyond construction.

Over 1,250 people have taken part in over 100 Building Futures programmes since its launch in 2006, and Wates have supported over 56% into employment or further learnings, either with Wates, our supply chain or other employers / training providers. This programme contains both practical and classroom based learning.

20 learners were selected from interview and invited to attend the programme, with 11 finishing it. The programme was run from Stevenage Rugby Club.

The programme also included a visit to a Wates construction site enabling the learners to experience a live site and learn about Wates as a company. The learners visited the Wates Major Refurbishment Contract in Stevenage and were taken on a tour by Project Manager, Daniel Aspinwall. They also took part in a mock site induction to see how Wates perform the site inductions on construction sites.

Below: Building Futures candidates on their site visit to the Wates Major Refurbishment Contract site in Stevenage.



Building Futures programme

28th October – 8th November 2019

At the end of the programme all participants were presented with their well deserved certificates by The Mayor of Stevenage, Cllr Simon Speller and Daniel Aspinwall, Wates Project Manager.



Building Futures end of programme celebrations, Stevenage Rugby Club.

Building Futures programme

15th – 26th October 2018

17 learners were selected from interview and invited to attend the programme, with all 17 finishing it. The programme was run from Stevenage Rugby Club.

Below: Building Futures candidates on their site visit to Chiltern Academy, Luton.



Building Futures programme

15th – 26th October 2018



Mark Hunter with Mayor Margaret Notley and Phil Sperring, Business Director, Wates Living Space.



Matthew Partridge, Strategic Director and Deputy Chief Executive, Stevenage Borough Council.



Building Futures end of programme celebrations, Stevenage Council offices.

School engagement

Barnwell School Career Event – December 2019



On Friday 20th December 2019, Wates Property Services team in Stevenage, attended the Barnwell School Careers Fair to talk with students from Years 10 & 11.

James (pictured on the right) who is one of our Business Administration Apprentices, really enjoyed talking to the students about his experience as an apprentice at Wates.



Barclay School Career Event – May 2019

On Thursday 9th May 2019, Wates were pleased to attend the Career event at The Barclay School, Stevenage. The students had an opportunity to talk to Wates staff on future career pathways into the construction industry and potential apprenticeship routes available in Wates.



I just wanted to say a massive thank you for your support of our careers fair last week. The team at Barclay and myself are so grateful to you for giving up your valuable time to share your expertise and to inspire our students.

I felt that the day had a lively, buzzing and positive atmosphere and the feedback I have received from pupils has been very positive. Many students have commented on how much they learned about different careers and how useful it was to talk to a professional in the field. So thank you!

Ruth Ward, Careers Coordinator, Barclay School

Due to Covid-19, our engagement with schools has changed and we are being more creative in order to support students. We have carried out virtual work experiences with students and are also working closely with North Herts College in providing valuable experience virtually.

School engagement

Enterprise Advisor

Gareth Dace, Senior Enterprise Coordinator at the Hertfordshire Local Enterprise Partnership has invited Doina Caniparu to be an Enterprise Advisor at Barnwell School.

Barnwell serves the communities of South Stevenage and the surrounding villages although many students also travel from further afield to Barnwell for their education. The School is unique in the area as it is situated on two campuses allowing the school to be structured as a Middle and Upper School. What we offer is unique in Stevenage and North Hertfordshire.

Both the Middle and Upper School are very distinctive and are personalised to the ages of the students they serve but both are underpinned by the same expectations and high standards that originate from Barnwell School's vision.

An Enterprise Adviser is a volunteer from business who works closely with the Head Teacher or Senior Leadership Team of a school or college to provide strategic support and assist in the school to achieve the 8 Gatsby Benchmarks.

The 8 Gatsby Benchmarks are as below:

1. *A stable careers programme*
2. *Learning from career and labour market information*
3. *Addressing the needs of each pupil*
4. *Linking curriculum learning to careers*
5. *Encounters with employers and employees*
6. *Experiences of workplaces*
7. *Encounters with further and higher education*
8. *Personal guidance.*



Doina is looking forward to this role and working with Barnwell School to maximise benefits to the students.

EA Annual Conference – March 2019 'Excellence in Careers – achieving all 8 benchmarks'

On 13th March 2019, Doina Caniparu attended the annual EA conference 'Excellence in Careers – achieving all 8 benchmarks' organised by The Careers Enterprise Company and YC Hertfordshire. The conference was aimed at school leaders and businesses to work together in developing school's careers and employability provision to achieve excellence.



School engagement

Marriotts School – November 2018

On 21st November 2018 Wates attended Marriotts School for a career event for Year 9 to 13. The students had the opportunity to speak to employers about jobs and training opportunities within different industries.



Doina and Danielle at the Marriotts School Event, 21st November 2018.

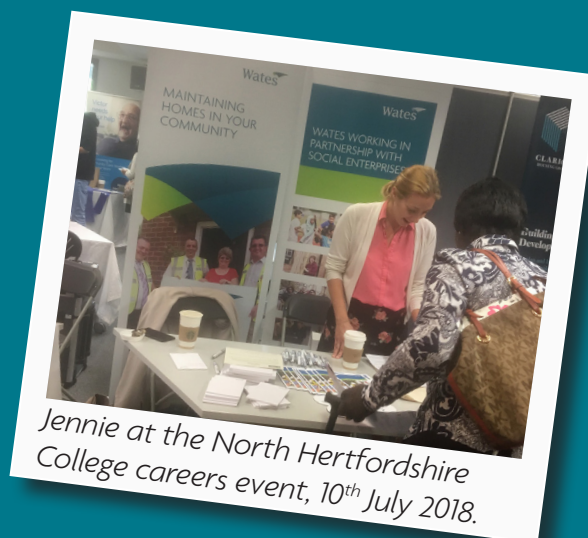
I'd like to say a huge thank you for giving up your time on Wednesday to attend the careers fair at Marriotts School, and for making it such a successful event. I understand from the school that the students really valued the opportunity to meet with you all and discuss potential routes into future education and employment.

Natalie Webb, YC
Hertfordshire Employment
and Skills Co-ordinator.

North Hertfordshire College – July 2018

On Tuesday 10th July 2018, Wates attended the North Hertfordshire College for a career event.

The event gave Wates and local employers the opportunity to promote their current vacancies, hold on the spot interviews on the day with customers and to raise their company profile in the area.



Jennie at the North Hertfordshire College careers event, 10th July 2018.

School engagement

Peartree School Event – May 2018

In May 2018 Wates proudly sponsored the Tour Series event in Stevenage with the sum of £5,000.

On 22nd May Wates, Mulalley, Mayor of Stevenage and Councillor Richard Henry the portfolio holder for children, young people and leisure attended the Peartree School to listen to a pro-rider talking to the children about his experience and raising the profile of cycling and the health benefits it has.

Children from the school took part and won the 'design a jersey' and 'design a flag' competition and had the opportunity to have photos taken with the pro-rider.



Due to Covid-19, our engagement with schools has changed and we are being more creative in order to support students. We have carried out virtual work experiences with students and are also working closely with North Herts College in providing valuable experience virtually.

Future projects

December 2020

100 Personal Protective Equipment packs donation

Wates will kindly donate 100 PPE packs to vulnerable, shielding residents at the sheltered scheme Pinewoods, Stevenage. The packs will contain a face covering, a bottle of hand sanitizer and gloves. This pack will give that additional safety to residents in protecting them against coronavirus.



December 2020 or January 2021

Action Day

Wates are working closely with Resident and Estate Services to identify fly tipping areas to organise an Action Day. This is to encourage residents from nearby areas to dispose of personal belongings and de-cluttering and avoid any future fly tipping offences.

January 2021

500 Trees Donation

500 trees donated to Stevenage Borough Council Green Space Volunteers. In 2014, the Green Space Volunteers planted an acre of new woodland at the top of Fairlands Valley Park to commemorate the centenary of the start of WWI – The Memorial Wood. The 500 trees will be planted on the grassland immediately adjacent to this first area of woodland planting totalling to an acre of new woodland. Because of the Coronavirus etc, the Memorial Wood would become a lasting legacy project to remember not just those who have given their lives in wars, but also to those in the NHS and front line services that have taken care of us during 2020 and to those who have lost their lives to Covid-19.

Once the planting is done, Wates will donate and install a stone memorial in the centre to identify the woodland formally, and to acknowledge the contributors to the whole of the new wood.

The new trees to be planted are: Hawthorn, Rowan, Silver Birch (pictured on the right), Hazel, Common Oak, Dogwood, Hornbeam, Crab Apple, Field Maple and Common Alder. The trees are due for delivery on 22nd January 2021, with planting to start the week after.





Wates Living Space

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Enfield

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wates.co.uk

