

PROJECT IMPACT REPORT.

2021 - 2023



INTRODUCTION.

As a company that holds supporting the communities in which we work to the highest regard, I hope you can see from this report how much we have enjoyed delivering a large number of community activities across Stevenage that contribute to our social value commitments. Throughout the duration of this contract, providing support and opportunities to those that live and work in Stevenage has remained our main objective. We hope that the impact we have made on these communities through investments in education, SME businesses, improved employability, and local charities have left a positive legacy for the people that call Stevenage home.



James Gregg
Regional Managing Director,
Living Space

We are constantly engaging with community partners to ensure the impact of our activity benefits those who need it most. The activity and value are delivered by colleagues within the service; their commitment is the driving force behind our community-based activity.



Dave Callaghan
Divisional Director, South Planned



Value of contract: £55m investment between partnering contractors.

Project: Planned maintenance programmes across 450 blocks.

Duration of contract: 5-year programme from 2018 (option of extending for a further 2 years).

Collaborative working and partnering: We extended and refurbished office space to allow Stevenage Borough Council (SBC) to continue collaborative working.

Communications: During the course of the contract, we have actively liaised with SBC staff and other partners through a range of meetings to provide updates and ensure effective communication.

Stevenage Works Operations Group: Stevenage Works members share their social value updates and discuss employment and skills opportunities for Stevenage residents.

ACHIEVEMENTS.

WORKS COMPLETED



42 ROOFS COMPLETED



81 FIRE DOORS COMPLETED



313 WINDOWS TO PROPERTIES COMPLETED



101 COMMUNAL DOORS COMPLETED



70 BLOCK ELECTRICS COMPLETED



66 BLOCK DECORATIONS COMPLETED



25 BLOCK BALUSTRADING WORKS COMPLETED



55 BLOCK FLOORING COMPLETIONS



51 GARAGE SITE COMPLETIONS (587 GARAGES)

PHASE 1

Practical completion achieved to **42 blocks**

PHASE 2

Practical completion achieved to **31 blocks**

PHASE 3

Practical completion achieved to **50 blocks**

PHASE 4

Practical completion achieved to **30 blocks**

PHASE 5

Practical completion achieved to **30 blocks**

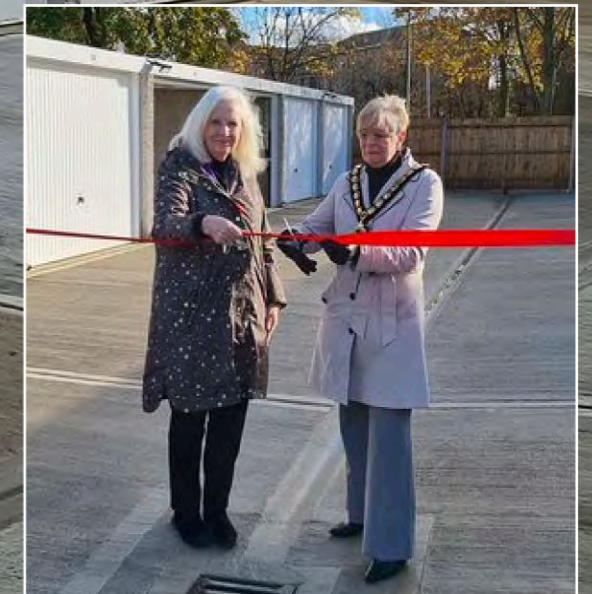
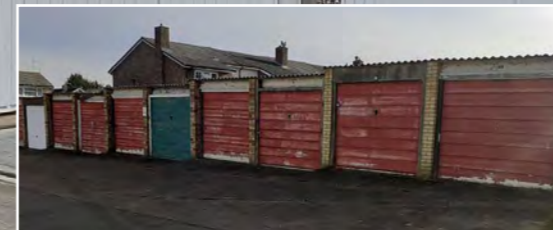


COMMUNITY INVESTMENTS HIGHLIGHTS.

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

Garage refurbishment installation was completed to allow Stevenage Council to provide larger garages with the ability to house modern day vehicles. Councillor Margaret Notley, Mayor of Stevenage and Baroness Taylor of Stevenage OBE visited the site for an opening event.

Supporting SBC on the new package of works for the garage scheme has been a real success in all aspects, from working with SBC to collaborating with the residents. In 2021-2023, a total of 43 garage sites were completed. Eight further garage sites are in progress, with a completion timeline of the end of May this year.



INVESTING IN SKILLS AND EMPLOYMENT.

We know that we have a wider role to play to address unemployment in the communities in which we work, as well as add value beyond construction. We therefore offer a large scope of opportunities including pre-employment support, work experience and job offers.

WORK EXPERIENCE LEADS TO EMPLOYMENT

"I started my journey with Wates back in 2019 when I joined as a Level 3 Business Admin Apprentice. I completed my apprenticeship in March 2021 and was taken on as a full time Business Administrator. I then moved across to the commercial team just after summer 2021 and started in my current role as Commercial Administrator. My aspiration is to work my way upwards in the commercial team and to keep pushing and challenging myself to reach my full potential. I am forever grateful to Wates for providing me with this fantastic opportunity, it is an absolute pleasure to work with everyone in my team".

James Osborne, Commercial Administrator



"In 2021, I completed a bricklaying course with Hertfordshire College through the Stevenage Works team. Thanks to Wates, I was given the opportunity to do some work experience with Ashe Construction. Ashe were so impressed with my work that they offered me a permanent job which has completely changed my life. My advice to anyone would be to never give up and to take any opportunity that comes your way!"



Ercan Mutlu, Multi Trader, Ashe Construction

"Ercan has proven himself to be a very reliable and hardworking individual. He has turned his hand at many different trades including fencing, bricklaying, and roofing. On the completion of this project, we will continue to use him on further projects as a skilled multi-trader".

Alan Pender, Project Manager, Ashe Construction

"I joined Wates in 2020 as a business admin apprentice after a current employee recommended the company to me. Since then, I have been exposed to various areas of the business and have a more in depth understanding of the different sectors that make up the construction industry. I expressed an interest in joining the commercial sector and have been presented with the opportunity to take on a role within this sector, following the end of my apprenticeship in a few months. I have received nothing but endless support throughout my journey with Wates and look forward to developing further within the company".



Britney Thomas, Business Administrator

STEVENAGE BOROUGH COUNCIL JOBS FAIR

In July 2022, we attended Stevenage Job Fair and supported the event by providing employability advice and information on our apprenticeships and training programmes. This included signposting local people to our Careers website to search for potential employment opportunities. Over 200 participants attended the event, and we were joined by Councillor Margaret Notley, Mayor of Stevenage, on the day.

"As part of our commitment with the residents in Stevenage, we are thrilled to have supported six local people into apprenticeships since we were awarded the contract in 2019. Work experience is an important opportunity for residents to experience the world of work".



Daniel Aspinwall, Operations Manager

"Marya and I just want to say a huge thank you on behalf of Stevenage Job Centre for participating in the Jobs Fair on Saturday 23rd July in conjunction with Stevenage Borough Council. We hope you found it useful and managed to secure some job starts from the event".

Helen Collier and Marya Parrott, DWP

"At the beginning of the year, Stevenage Borough Council and the Job Centre worked together to organise our very first Job's Fair. We managed to secure 18 employers for the day which was a huge success. All attending employers were extremely professional and helped to make the event a success; it was an absolute pleasure working with everyone. Many thanks to Wates for attending and taking part, we cannot wait to make next year even bigger and better".

Leah Codling, Stevenage Borough Council



50 PEOPLE HAVE BENEFITTED FROM EMPLOYMENT AND TRAINING INITIATIVES



47 LOCAL PEOPLE HAVE BENEFITTED FROM EMPLOYMENT AND TRAINING INITIATIVES



735 TRAINING/ EMPLOYMENT WEEKS HAVE BEEN CREATED



6 APPRENTICES EMPLOYED ON THIS PROJECT



9263 HOURS HAVE BEEN INVESTED IN EMPLOYMENT AND SKILLS ON THIS PROJECT



£505,615 IS THE VALUE OF OUR INVESTMENT INTO TRAINING LOCAL PEOPLE



£209,079 TOMs SOCIAL VALUE DELIVERED FROM EMPLOYMENT AND TRAINING ON THIS PROJECT

INVESTING IN EDUCATION.

We aim to be the sector of choice for the next generation by inspiring young people and breaking down barriers. During the inception of this project, we have invested in programmes to help educate and provide opportunities for local people, leaving a legacy in the community and supporting the local economy.

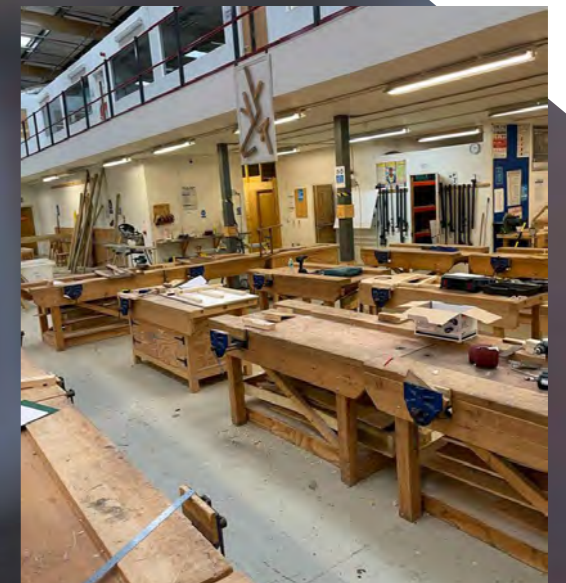
Our partnership with Northwest Regional College enables us to work with young people to provide education and training. This helps them to learn soft skills and practical training whilst gaining a valuable insight into the construction industry.



350 STUDENTS SUPPORTED BY OUR EDUCATION ACTIVITIES AND PROGRAMMES ON THIS PROJECT



£12,076 TOMs SOCIAL VALUE DELIVERED THROUGH IMPROVED EMPLOYABILITY OF YOUNG PEOPLE ON THIS PROJECT.



North Hertfordshire College Open Day

In May 2019, we were invited to deliver a talk at the General Construction Course; run by North Hertfordshire College in partnership with DWP. We attended the event and spoke to the participants about career pathways into construction, apprenticeship routes, and how to get employed in the construction industry. This was an interactive talk where participants asked questions and were inquisitive about careers in the construction industry.

Construction Hub Launch 2022

We were delighted to attend the launch of our Construction Hub project at Units 1-6 Fulton Close, Stevenage. The project is an exciting skills and employment collaboration between North Hertfordshire College, Stevenage Borough Council, Job Centre Plus and further construction industry partners. The Construction Hub is funded through the Construction Industry Training Board (CITB) and provides construction skills training with the aim of creating a skilled, local workforce for those living in and around Stevenage and the wider Hertfordshire region. Students can complete CSCS tests on site.

At the event, we heard from employers and students about their experiences with the Construction Hub and the benefits they have seen so far. We were invited to tour the campus to see first-hand the amazing training facilities on our doorstep in Stevenage.



INVESTING IN THE COMMUNITY AND CHARITIES.

Working in partnerships across public, private and third sectors presents fantastic opportunities to create social value as well as savings, service improvements and better outcomes. A key thread of our approach is to work with local partners to ensure we build on existing initiatives and create long term sustainable change. During the term of this contract, we have worked with a range of organisations to create lasting social value.



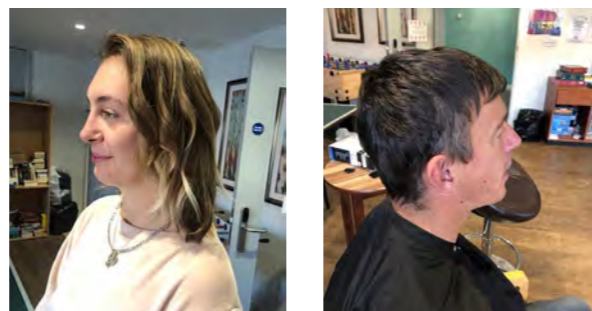
£72,472 HAS BEEN INVESTED INTO LOCAL CHARITIES/ COMMUNITY CAUSES



756 HOURS HAVE BEEN INVESTED INTO VOLUNTEERING IN THE COMMUNITY

HAVEN HAIRCUT DAYS

In February 2019, April 2019 and May 2021, our Resident Liaison Officer and her friend arranged free haircuts for residents supported by Haven First, Stevenage. Haven First is a local charity who provide shelter for over 50 residents, supporting over 200 people each year. They provide support through warm beds and hot meals, as well as coaching individuals on how to move on into permanent and independent accommodation.



During December 2021, we held 12 'Acts of Kindness' days in which we spread joy and kindness to those less fortunate. This included purchasing and delivering an exceptionally large number of items for Haven First. Food donations worth over £1,000 were received from staff and supply chain. With all the donations received, the charity's food storage facility was at full capacity.



"I am writing to acknowledge and thank you for all the cereals, tubs of sweets and biscuits that you delivered to us for Christmas. It added to the holiday atmosphere to be able to put these extra goodies out. Thank you also for your time and talent in providing haircuts for our clients. We all know how looking good makes us feel good, so it is very much appreciated. You would be most welcome to come again if your time allows. Wishing you and all the team a very happy new year".

Wendy Guinan, Project Administrator, Haven First

'COMMUNITY CLEAR UP' DAYS

In 2020, we donated two skips to 9 Chertsey and Haven First for residents to dispose of any unwanted items. In June 2021, we repeated this initiative and donated two skips for residents of Archer Road and Sloane Court. The aim of this initiative was to assist residents with the removal of items before and after works commence, and to help eradicate fly tipping near these blocks.

'Thank you for linking in with the Council on this initiative. The scheme has certainly assisted in clearing properties and reducing the likelihood of fly tipping in our neighbourhood'.

Denis Kinyera CIHCM, Resident and Estates Services Manager, Stevenage Borough Council

At Hydean Way, we supported with the Community Decorations Project and provided materials, tools, and PPE along with a team of volunteers.



100 PERSONAL PROTECTIVE EQUIPMENT PACKS DONATED

In December 2020 during the Covid-19 pandemic, we donated 100 PPE packs to vulnerable, shielding residents at the sheltered scheme Pinewoods, in Stevenage. The packs contained a face covering, a bottle of hand sanitizer, and gloves. These PPE packs gave an additional feeling of safety to the residents who were protecting themselves against Coronavirus.

TREES DONATED TO SBC MEMORIAL WOOD

In 2014, Stevenage Borough Council Green Space Volunteers planted an acre of new woodland at the top of Fairlands Valley Park to commemorate the centenary year of the beginning of WWI. They labelled this area the Memorial Wood.

In 2021, we donated 450 trees to the Green Space Volunteers. These trees were planted on the grassland immediately adjacent to the first area of woodland, totalling to an acre of new woodland. The Memorial Wood became a symbol not just to those who gave their lives in wars, but also to those in front-line services that took care of us during the Covid-19 pandemic.

"I would like to thank and congratulate our partner Wates for donating the trees which have been used to increase our Memorial Wood. This enables us to give our thanks and remember the key workers who worked so very hard during the pandemic, remembering especially those who lost their lives".

Councillor Jeannette Thomas, Stevenage Borough Council

"On behalf of our team, I would like to say how positive it has been to find a way to support the communities in Stevenage by donating trees for the MRC project. Covid-19 has made supporting community events challenging but finding ways to enhance the local community and environment is important to us. We look forward to finding other ways in which to support Stevenage Borough Council and their residents".

Dan Aspinwall, Project Manager, Planned Maintenance South

INVESTING IN THE COMMUNITY AND CHARITIES.

MONEY MANAGEMENT DIGITAL SESSION

In 2022, we delivered a Money Management digital session in partnership with Barclays Digital Eagles. This session included information on everyday finance tips such as budgeting skills and credit scores.

“I just wanted to say thank you for putting on the money management session. It was very helpful, and I believe it will be useful for some of our more vulnerable residents”

Greta Gardiner, Investment Project Support Manager, Stevenage Borough Council

CHARITABLE DONATIONS

During the contract, we have worked in collaboration with Mulalley Ltd and other partners to contribute to the Stevenage Borough Council Community Chest Fund. We have thoroughly enjoyed providing these donations, used to aid the community in Stevenage.

2020

In 2020, as part of our ongoing social value commitment to supporting local groups in Stevenage, we donated £2,500 to Stevenage Borough Council Community Chest Fund. This was used to support the following community projects:

Covid the Cobra - £2,000



Friends and Relatives of Trots Hill (FROTH) - £2,000



Green Space Volunteers - £390 up to £1,000

2021

In 2021, we contributed £2,500 towards Stevenage Borough Council Community Chest Fund. Of this, Stevenage Cycling Hub was awarded £1,000 to refurbish donated bicycles and sell them on to local residents. This funding covered the refurbishment of around 15 bikes. St Nicholas Community Centre was awarded £1,500, this allowed them to offer socialising space to local residents either by way of private functions or by joining one of the many groups, clubs or churches in operation at the centre.

In addition to this, we donated five hampers to Stevenage residents, filled with essential food items.



INVESTING IN THE COMMUNITY AND CHARITIES.

2022

In 2022, we contributed £2,500 to Stevenage Borough Council Community Chest Fund. This was awarded to The Sun and The Wind Youth Advocacy Project, a local project that works to empower young people who have previously fallen through the gaps. They aim to help young people to develop a sense of purpose by addressing the issues they are up against. Their moto is 'From the street, to back on their feet!'

Karen Thorman, who runs the project, commented:

“The project is very important for the community and having additional funding helps the project to grow. This helps us to provide young people with the support needed to overcome their barriers”.



In December 2022, our team distributed hundreds of toys and essential food items to families in Stevenage. Approximately 450 toys and £3,500 worth of essential food items were received in charitable donations from supply chain and staff. Staff gave up 13 hours of volunteering time to ensure that all charities and community organisations received the gifts in time for the festive period.



INVESTING IN THE COMMUNITY AND CHARITIES.

2023

In 2023, we again donated £2,500 towards Stevenage Borough Council Community Chest Fund. Our contribution was donated to some of the following local community organisations in Stevenage:

Pin Green Community Association	£3,000.00
The Phoenix Group for Deaf Children and Young Adults	£1,500.00
Stevenage Community Trust	£5,000.00
Green Space Volunteers	£500.00
Roebuck & Marymead Residents' Group	£250.00
The Oval (Stevenage) Community Association	£1,098.00
East and North Hertfordshire Hospitals' Charity	£1,000.00
Douglas Drive Day Centre	£1,650.00

Further donations were delivered to the following organisations:

Food Donations: St. Andrew & St. George church, The Foodshed and Children's Centers in Stevenage - Bandle Hill, St Nicks and Pin Green.

In addition to this, we donated three hampers to Stevenage residents, filled with essential food items.

We couldn't have done this without the support of the following supply chain, who are always willing to donate to such worthy causes in Stevenage:

- **Ashe Roofing**
- **Ashford Commercial Ltd.**
- **CSM Group**
- **Dynamic Scaffolding Services**
- **ENVIROLEC UK LIMITED**
- **First Choice Scaffolding**
- **Jack Arnold**
- **Mark Building Management**
- **McGregor**
- **Rilmac Group**
- **Specialist Electrical Services**
- **TMN CONTRACTORS LIMITED**
- **J Fitch Flooring Limited**



£5,329,000
HAS BEEN SPENT WITH SME BUSINESSES ON THIS PROJECT



£6,249,000
ECONOMIC BENEFIT HAS BEEN GENERATED FOR THE LOCAL COMMUNITY AS A RESULT OF THIS SPEND

“We are delighted to support these amazing community organisations who provide residents of Stevenage with health and wellbeing initiatives. We understand that these donations have the opportunity to change so many people’s lives, and we hope our contributions will leave a lasting legacy for many generations to come”.

Dave Callaghan, Divisional Director, South Planned



INVESTING IN THE LOCAL ECONOMY.

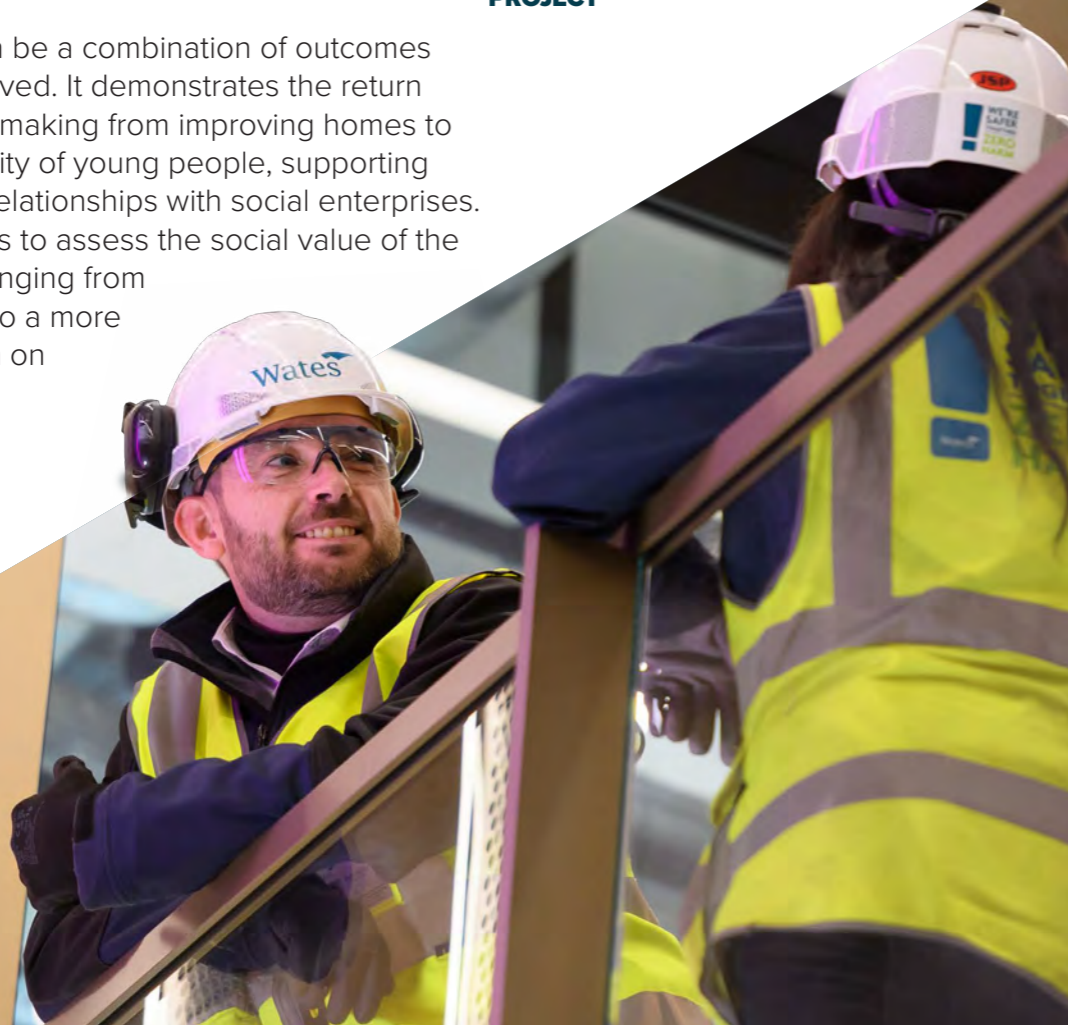
We are committed to the responsible sourcing of our supply chain and materials. We ensure that we are using a local workforce where possible to stimulate the local economy. Trading with the social enterprise sector is a key priority for us. We aim to trade £25m with the sector by 2025 and to work with at least one social enterprise on every contract. During Years 1-4 of this contract, we have engaged with three social enterprises who provide work placements and training for people with disabilities, and other social / economic needs.

We are committed to employing a local workforce wherever possible. We currently directly employ eight people from Stevenage and the surrounding area on this contract, both in our office and on site. We also encourage our local supply chain to employ local people.

Measuring social value can be a combination of outcomes delivered and stories received. It demonstrates the return on the investment you are making from improving homes to investing in the employability of young people, supporting initiatives, or establishing relationships with social enterprises. We use a range of methods to assess the social value of the programmes we deliver, ranging from interviews with delegates to a more robust form of social return on investment calculations.

 **£4,905,557**
TOTAL ECONOMIC, ENVIRONMENT AND SOCIAL VALUE GENERATED ON THIS PROJECT

 **£4,910,263**
TOTAL TOMs SOCIAL VALUE GENERATED THROUGH THIS PROJECT



PARTNERSHIP

On 5 October 2022, we welcomed Baroness Taylor OBE to our annual Senior Leadership Conference at Warwick University. Baroness Taylor spoke about the exciting plans for Stevenage town centre and displayed her passion for making the borough a thriving place for those that live and work in Stevenage.



NEXT STEPS

2023 will be focussed on Phase 5 and Phase 6 delivery to complete MRC project by the end of the year. We have issued a forecast programme on the MRC for the remaining year.

During 2023 works will take place on 24 blocks, starting with Ripon Road.

FFT consultancy will begin surveying an additional 20 MRC blocks and look to carry out MRC and Social Housing Decarbonisation Fund (SHDF) Wave 2 works combined.

“We are proud of the community investment activities we have delivered in the past few years and the difference we have made in the community in partnership with Stevenage Borough Council. We will continue to focus on increasing our impact by creating a comprehensive school engagement programme, expanding on our employment and training opportunities and delivering further local community projects. We look forward to working together with Stevenage Borough Council to continue our legacy into this years’ contract”.

Christina Byrne, Regional Social Value Manager



PROJECT IMPACT REPORT.

2021 - 2023

**FOR MORE INFORMATION ON WATES SOCIAL VALUE,
PLEASE CONTACT THE SOCIAL VALUE TEAM:**

CHRISTINA BYRNE – REGIONAL SOCIAL VALUE MANAGER

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