

FINAL PROJECT IMPACT REPORT | APRIL 2019

ABBHEY AREA ONE



Reshaping
Tomorrow





WE'RE
SAFER
TOGETHER
ZERO
HARM

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SAFER
TOGETHER
ZERO
HARM

“ This Project Impact Report showcases the meaningful social impact that the Wates Residential team, in collaboration with key stakeholders and partners, has brought to the London Borough of Camden and the surrounding communities as part of our presence working at Abbey Area One.

As a leading developer, Wates Residential works with public and private sector partners to deliver more and better homes across the UK. But our ‘why’ looks beyond bricks and mortar and is driven by a shared vision that everyone deserves a great place to live.

As a business we are committed to leaving a positive, lasting legacy for the communities in which we work. As a result, every scheme we build is not only focused on delivering much-needed high-quality new homes but, most significantly, has social value embedded at its core. This special type of regeneration is focused on listening to and collaborating with the local community as early as possible to ensure that our investment is bespoke to their needs and targeted to the areas that need it most.

You will read more about some of these examples over the next few pages of this report however, this includes targeting a local supply chain to ensure our activities bring a boost to the local economy, creating local training and employment opportunities and investing in local charitable endeavours and community groups.

Our achievements highlight the wide-ranging community benefits that considerate regeneration can bring both on a local level and also in raising the aspirations and increasing key skills of some of the most hard to reach groups across the UK.

We are extremely proud to provide you with this report and hope you enjoy reading it as much as we enjoyed creating it. All of this has been made possible as a result of our partnership with the London Borough of Camden and our supply chain partners.

We also highly recommend downloading **‘Communities Count – the Four Steps to Unlocking Social Value’** at www.wates.co.uk/thought-leadership. This report, accompanied by a practical toolkit, provides procurement guidance, proportionality standards for measurement and great examples of best practice that you can implement within your own organisation.

Paul Nicholls
MANAGING DIRECTOR – WATES RESIDENTIAL





CLIENT: **London Borough of Camden**
 VALUE: **£53.5M**
 PROJECT: **Abbey Area One**

The Abbey area redevelopment project is focused on the area around the junction of Abbey Road and Belsize Road in Kilburn. The overall regeneration will include three phases of development. Abbey Area One (Phase 1 of the regeneration) involved the demolition of an underused multi-storey car park to deliver new housing and commercial facilities. 141 new homes have been created including 66 new council homes and 75 private sale units.

Development was in the form of six interlinked blocks, five of the six are 6 storeys high and the flagship tower stands at 14 storeys. The scheme comprises 45 one, 56 two, 38 three and 2 four bed homes, of which ten are wheelchair adapted units. The blocks are linked through gates and the basement hosts plant & energy centres, alongside a semi-underground car and cycle park. In addition there is a supermarket unit, two retail/commercial spaces, and underground car parking. The development was completed on 12 March 2019.

“ Wates Residential has proven they are able to ‘Deliver The Promises’ they make to the community. It is clear from the surrounding community organisations that residents have benefited from Wates’ involvement, care and training events. We are also very pleased with the quality of work and finish achieved in Phase 1, with 141 homes now handed over. The tenants have started moving in to the 66 social housing units with very positive feedback. We look forward to continuing a close working relationship with Wates Residential on this and other projects.

Karen Honey

SENIOR DEVELOPMENT MANAGER, LONDON BOROUGH OF CAMDEN

KEY HIGHLIGHTS



£3,927k
 £3,927,514
 OVERALL SOCIAL VALUE ADDED



£639k
 £639,280 OVERALL INVESTMENT MADE BY WATES IN SOCIAL VALUE



13
 APPRENTICES SUPPORTED THROUGHOUT THE CONTRACT



23
 WORK EXPERIENCE PLACEMENTS SUPPORTED THROUGHOUT THE CONTRACT



93
 12 EDUCATIONAL SITE VISITS UNDERTAKEN LOCALLY, ENGAGING 93 STUDENTS



£61k
 12 SOCIAL ENTERPRISES ENGAGED WITHIN THE PROJECT SUPPLY CHAIN - £61K SPENT



£24k
 £24,445 DONATED TO SUPPORT LOCAL GOOD CAUSES



COMMUNITIES COUNT

It is critical that every penny of the money invested in housing is spent effectively and in a way that delivers the most benefit to people, their communities and society as a whole.



In 2014, Wates together with Social Enterprise UK, PWC, Orbit Group and the Chartered Institute of Housing conducted the most comprehensive piece of research into the Public Services (Social Value) Act and how housing associations and local authorities are seeking to create social value. The report 'Communities Count' identified a number of practical steps that organisations can take to create more social value.

KEY FINDINGS

<p>52%</p> <p>STATED SOCIAL VALUE CAN DELIVER COST SAVINGS</p>	<p>90%</p> <p>BELIEVE SOCIAL ENTERPRISE IS A ROUTE TO SOCIAL VALUE</p>	<p>50%</p> <p>SEE MEASUREMENT AS THE MAIN BARRIER TO IMPLEMENTATION</p>
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FOUR STEPS TO UNLOCKING SOCIAL VALUE:

The research identified four steps to unlocking social value. The steps form a clear path that organisations can follow in order to maximise the social value they create.



This project impact report aligns with the four steps outlined in 'Communities Count'.

For further information on 'Communities Count' please see www.wates.co.uk.





UNDERSTANDING YOUR PRIORITIES

Understanding local priorities and needs is crucial to ensuring that we maximise social value for the communities in which we work. Through analysis of client policies and strategies and building strong working relationships with local organisations, we develop targeted programmes which deliver support where it is needed most.

The London Borough of Camden's (LBC) Community Investment Programme (CIP) is a 15-year plan to invest over £1 billion in schools, homes and community facilities in Camden.

LBC is investing in affordable homes, schools and community facilities by building homes for private sale, and selling buildings and land that they no longer need. Every pound raised will be re-invested back into new modern facilities, new affordable homes, schools and community facilities for the benefit of residents. LBC is also helping to fund improvements to existing council homes through its Better Homes programme.

LBC are using innovative ways to offer more affordable housing options for residents. They have set up Camden Living, a wholly council controlled company, so LBC can retain more of the new homes they are building through the CIP and offer affordable rents to residents.

Creating social impact during development is key to the LBC. LBC has embedded this approach in their S106 development and capital works. Wates was required to submit an Employment, Skills and Supply Plan (ESSP) as part of their contract/planning obligation. This methodology sets minimum outcome targets related to both the scale and type of development.

This approach provides a framework for employment and skills delivery, bringing together all partners involved in a project to co-ordinate skills needs and training delivery for the borough. This ensures that the core objective of supporting employment and skills development for local residents is taken forward on a site specific approach. The key priorities for this development are;

1. Training and Skills Opportunities
2. Employment
3. Procurement

BUILDING FOR THE FUTURE

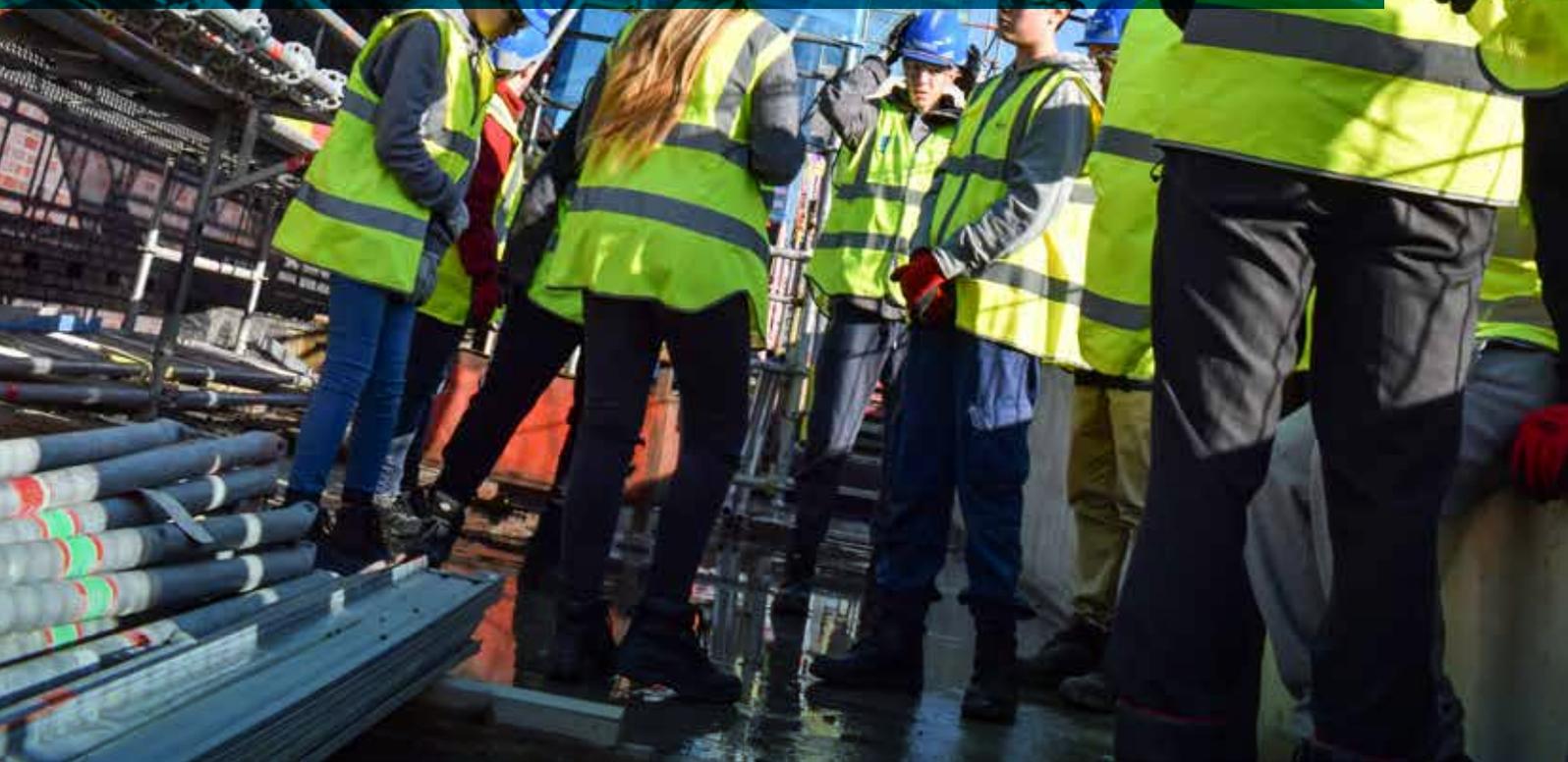
Investment in construction projects generates a huge amount of value within local communities. Research conducted by the CBI has shown that every £1 invested in construction generates £2.84 of total economic activity. As such, projects such as Abbey Area One help to address key challenges for the communities served by the LBC in numerous ways:

- creating jobs for local people; both on site and also within the supply chain
- providing apprenticeship and trainee opportunities for local residents; helping them to develop new skills, secure long-term employment and gain valuable site experience for their chosen qualifications
- generating spend with locally-based materials and product suppliers/manufacturers
- engaging local companies in the project supply chain; further encouraging local spend within sub-sectors and enabling these firms to create more jobs.

SOCIAL VALUE COMMITMENTS

London Borough of Camden has provided us with six commitment outputs within the contract. We have delivered several other social value impacts that we have measured though they are not a commitment outputs for the contract.

CONTRACTUAL COMMITMENTS	TARGET	ACTUAL TO DATE (MAR 2019)
Apprenticeship Scheme for Abbey Area	10	13
Work Experience placements 16 +	10	23
Building Futures Pre-employment Programme	10	14
Employment of local people	30	97
School/Curriculum Based Activities / College Site Visits	70 people	128
Value of local procurement	10%	£4,568,000



WHAT WERE THE COMMITMENTS?

APPRENTICESHIP SCHEME FOR ABBEY AREA ONE

Apprenticeships combine working with studying for a work-based qualification - from GCSEs or equivalent up to degree level. Apprentices are aged 16 or over and can be new or current employees. Apprentices have the opportunity to work with experienced staff, learn job-specific skills and study for a work-based qualification during their working week and are a great way to support people in unlocking their talents and potential.

WORK EXPERIENCE PLACEMENTS

Work experience placements offered at Wates Residential, or through our supply chain, provide an excellent opportunity to gain insight into professions within the construction industry. All placements are subject to a maximum duration of 10 days, and an eligibility criteria applies. The work experience placements are to support students in education and persons not in education (local priority is 18-24 year old unemployed residents) to enable them to gain a meaningful insight into the construction sector.

BUILDING FUTURES PRE-EMPLOYMENT PROGRAMME

Wates developed the Building Futures programme, a two-week Qualifications and Credit Framework (QCF) accredited vocational training programme, to target long-term unemployed adults. Building Futures runs nationwide and provides a valuable insight into the construction industry. It is delivered by Wates employees in partnership with Ixion Holdings Ltd, alongside our clients and supply chain. The programme incorporates personal development skills training, such as confidence-building and behavioural skills, as well as more practical skills training: CV preparation, interview skills and taster sessions in various trades. The programme also provides participants with the skills they need to complete the industry standard Provisional Construction Skill Certification Scheme (CSCS) test. The pre-employment programme's approach supports the development of skills in people of all ages and backgrounds so that they can reach their personal aspirations.

EMPLOYMENT OF LOCAL PEOPLE

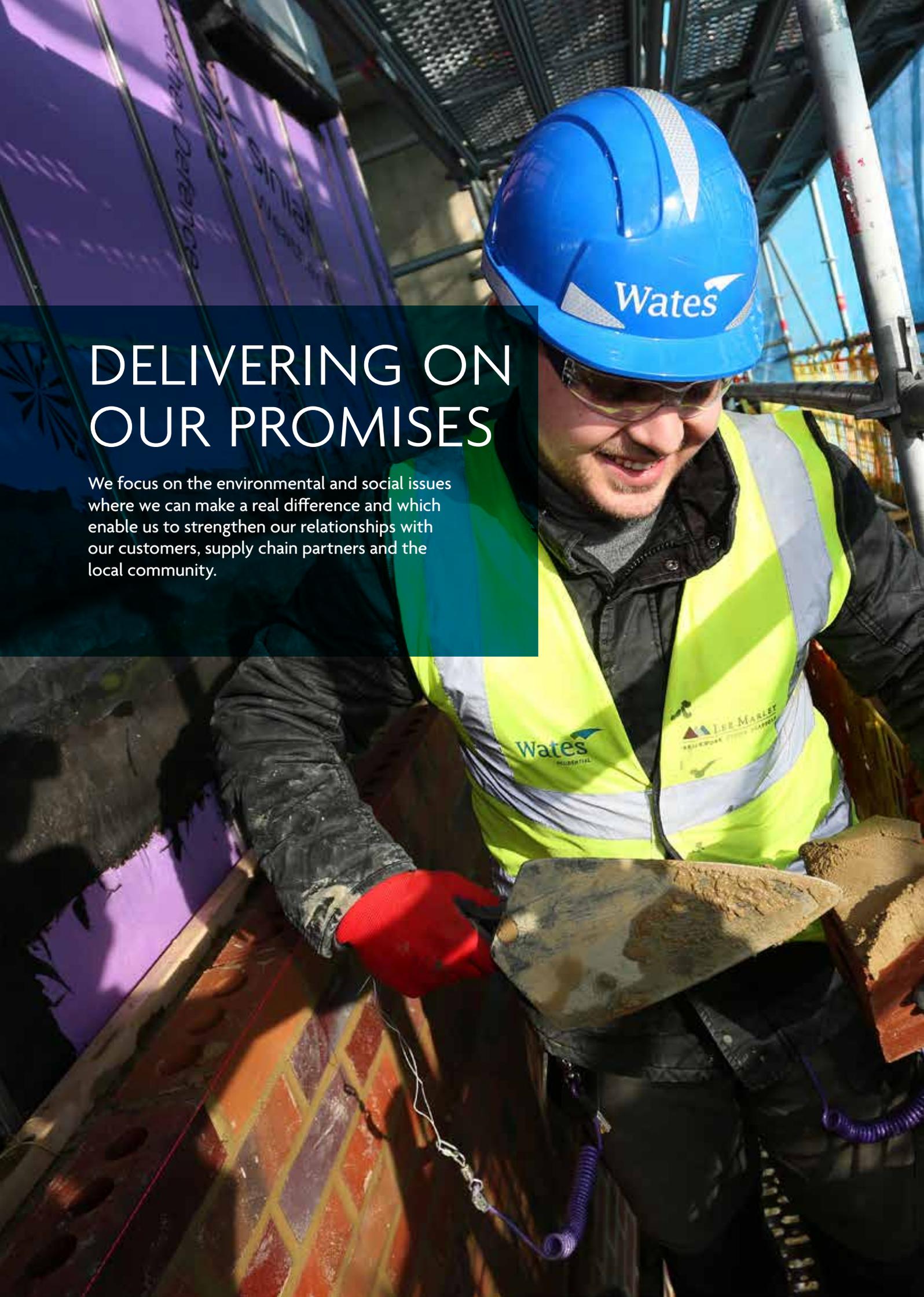
Individual residents living in Camden or Islington were directly appointed to work on this development project. These individuals include referral routes such as Job Centre Plus pre-employment initiatives.

SCHOOL/CURRICULUM BASED ACTIVITIES / COLLEGE SITE VISITS

These events focused on Wates commitment to improve the image of construction and increase awareness of the employment opportunities available within the industry. They include activity within educational establishments or on site, enabling the student to understand the practical applications of their studies.

VALUE OF LOCAL PROCUREMENT

The value of locally sourced goods and materials was assessed, recorded and reported, supporting Camden's economic growth strategy.



DELIVERING ON OUR PROMISES

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

Wates uses the **Social Value Portal** to measure the impact of our activities.

During the development Wates set out a clear Community Investment recording model including timescales using a tracker. All participants and outcomes have been recorded in real time within the model. Wates has provided Camden with monthly reports against the commitments set through Section 106.

Our team is extremely proud of the social value added that we have delivered on this project. The following pages report in more detail on our activities from November 2016 to March 2019.



(INCLUDING FIGURES FROM THE SVP)

SKILLS AND EMPLOYMENT

APPRENTICESHIPS

During the project we supported **13 apprentices** who gained valuable practical experience to assist with the completion of their chosen qualifications. This landmark new-build project for the Kilburn area of Camden provided a wealth of opportunities for apprentices to pursue their individual specialisms across a wide range of trade and professional career paths, including NVQ Level 2,3 and 4 studies in:

CARPENTRY & JOINERY	2 apprentices (Stratton & Hesler)
DRY LINING	1 apprentice (S&R London)

Wates collaborated closely with our local sub-contractors and suppliers to maximise apprentice opportunities throughout the contract.

Please see the Appendix for detailed case studies by the Higher Apprentices who gained practical experience at the Abbey Road site;

- Rosie McGuirk – Production Management Trainee
- Daniel Beech – Production Management Trainee
- Joe Posnett – Production Management Trainee
- Aaron Sabine Stimpson – Commercial Management Trainee

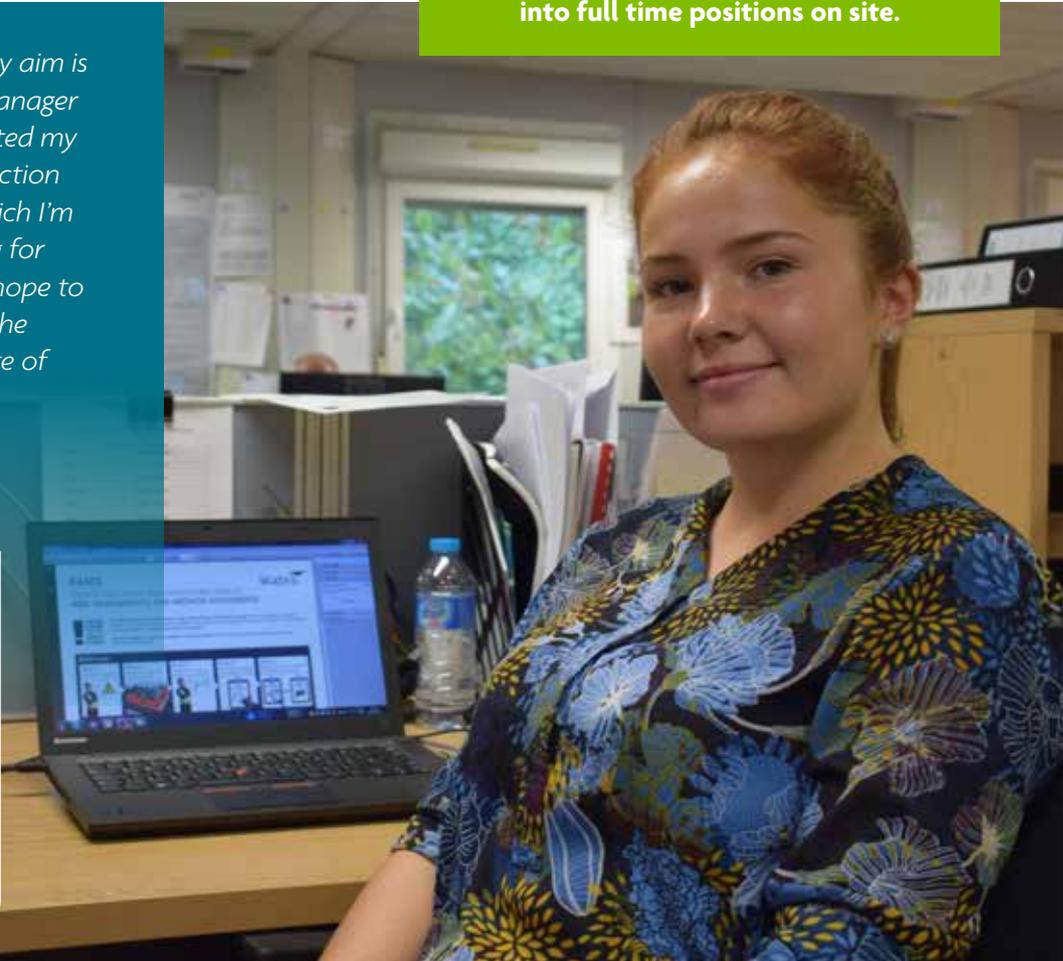
PRODUCTION MANAGEMENT TRAINEE	3 higher apprentices (Wates)
COMMERCIAL MANAGEMENT TRAINEE	3 higher apprentices (Wates)
QUANTITY SURVEYING TRAINEE	1 higher apprentice (GCL)
ELECTRICAL TRADE	2 apprentices (Hanover)
BRICKLAYING TRADE	1 apprentice (Lee Marley)

EMPLOYMENT: ROLES CREATED FOR LOCAL PEOPLE

We have recruited **97** local people into full time positions on site.

“ Within 10 years my aim is to be a Project Manager and have completed my degree in Construction Management, which I’m currently studying for part-time. I also hope to be a member of the Chartered Institute of Builders. (MCIQB)

ROSIE MCGUIRK
SECTION MANAGER



BUILDING FUTURES CAMDEN: 27 March – 7 April 2017

Our award-winning (BITC 'Big Tick') Building Futures programme assists NEETs (those not in education, employment or training) aged 19+ to gain valuable practical experience and employability coaching to reinvigorate their future prospects. This programme is open to not only NEET individuals but those who are long-term unemployed. We ran a Building Futures course for 16 unemployed local people. 14 completed the course, all of whom attained a QCF level One Award, CSCS Card and an asbestos awareness certificate on completion.

The candidates were taken on two site visits to live Wates projects, Abbey Road and St Pancras Way. Candidates also took part in mock interviews with Wates Building Services, Oneill & Brennan, Lee Marley Brickwork, Manestream (Asbestos) and Fording Building & Refurbishment to experience various interview scenarios and build their confidence.

The programme was finished off with the completion of a community project, where participants painted the walls outside a Community Centre in Abbey Road, and received official certificates at the Town Hall presented by the Deputy Mayor of Camden and members of the Wates Senior Leadership Team.



Proud Building Futures candidates with their certificates with the Deputy Mayor of Camden and Wates Senior Leadership team at the end of programme ceremony.

Paul Nicholls, Managing Director of Wates Residential, said:

“ One of the most rewarding aspects of the Abbey development is to be able to provide the people of Camden and the surrounding areas with an insight into how the house building industry operates, as well as the many employment opportunities it presents. That's why we're so pleased to have welcomed members of the local community to take part in our Building Futures programme. We hope everyone that took part in this course will have an improved knowledge of how schemes such as the Abbey Area Regeneration project work, and that it will inspire them to consider taking further steps towards a rewarding career in the residential building industry.

14 LOCAL PEOPLE
COMPLETED OUR
BUILDING FUTURES
PROGRAMME



OF THE WORKFORCE IS MADE
UP OF LOCAL PEOPLE

35%



Dione Jackson said

“ Wates has given us the opportunity not many others have of – a foot in the door. This course has given us a chance, in a traditionally male environment, to show that we can, as women, if we are determined, play a part in this industry.



3,041hrs INVESTED IN SUPPORTING PEOPLE THROUGH EMPLOYMENT AND TRAINING INITIATIVES



£332k VALUE OF OUR INVESTMENT INTO TRAINING LOCAL PEOPLE



Building Futures - Camden, March 2017

“ I didn't know where my career was taking me. Then I started the Building Futures course. It was great to be treated as a person again and not just a CV. After being out of work for so long I was scared and fearful of the workplace. This course has given me the confidence I needed to return to work. I am excited and see a future working in construction.

Wates has invested in me; by giving me this great opportunity I have gained new skills and met some great people. This has been an excellent learning experience, well run and organised; I would highly recommend 'Building Futures' to friends and family.



MATTHEW TAYLOR

INVESTING IN EDUCATION

WORK EXPERIENCE

Construction projects can effectively help to combat employment and training groups at a local level, with an unmatched breadth of industry specialisms and job roles for people to explore. Creating work experience opportunities is crucial as it enables people to develop new skills and professional relationships that can help them secure permanent employment going forward.

Throughout the Abbey Area One project, **23 placements** were offered to local people. These positions were created and delivered via our partnership with Kings Cross Construction Skills Centre, the College of North West London and Women into Construction.



“ I enjoyed my first week of work experience with Wates so much, I was really keen to come back for a second week. However I had to wait until January to book a week of annual leave from my current position. I found my experience with Wates a really positive and enjoyable one, the staff are so friendly and there is a lovely family atmosphere within the team. I had a lot of site exposure with some of the site managers and learned some valuable information on the site management processes and on communication practices. I was included in site meetings (collaborative planning meetings) which were very interesting and informative, in planning for day to day activities. I love Wates' approach to Health and Safety with the Stop and Go cards and Zero Harm Policy. Their sites are clean and organised with excellent communication across all levels. I also love how Wates looks after its staff, with wellbeing posters, different awareness days and with the introduction of Mental Health First Aiders. This all contributes to a feeling of being really cared for and reinforcing positivity across the whole site. These are a few of the reasons why I would love to work for Wates.

SINEAD KING

“ I've very much enjoyed my time spent with you and the team. It was an amazing opportunity to learn new skills and about the industry and the day-to-day running of the office. I didn't have a great understanding to begin with and now I feel like I have gained a better insight. I must say a BIG THANK YOU to you for taking me under your wings and teaching me. I appreciate the time you took out of your busy day. Please do pass my thanks on to the wider team for all of their support during my time at Wates.

SHEMARIAH FELIX



MARTA CONVERTS WORK EXPERIENCE INTO A FULL TIME CAREER WITH WATES

“Wates is a place where dreams DO come true”

Camden resident, Marta was previously working as a Health and Safety Manager in the health sector before moving to the UK from Croatia. When Wates Residential offered Marta the chance to undertake work experience at its Abbey Area site she jumped at the opportunity and is now working for Wates Residential across London and the South on a full time basis.

TELL US A BIT ABOUT YOUR ROUTE INTO CONSTRUCTION

As a local resident to Abbey Area, I regularly walked passed the site and noticed the high standards of health and safety put in place by the Wates Residential team. This really inspired me to want to work for Wates so, after spotting contact details for their Community Investment Manager, Michelle McSorley on the site noticeboard, I called her up to ask about work experience opportunities.

Michelle introduced me to my, now, line manager Martin Glover and he has been my mentor and role model ever since. I really do owe Wates Residential a lot for taking a chance on me and giving me the opportunity to progress my career. It has been a dream come true and I am now very hopeful of a bright future in the construction industry thanks to them.

WHAT DOES YOUR ROLE INVOLVE?

A lot of my role currently involves shadowing Martin as I still have a lot to learn about the construction industry. He casts a wide shadow and is a truly inspirational leader

through his positive behaviours and mentoring of others. He has also invested a lot of time and patience in supporting my career journey, including recommending books to read and sharing his immense knowledge. I feel privileged to benefit from his professionalism and experience and can only hope to achieve what he has in his career one day.

WHAT IS YOUR WORKING DAY LIKE?

I start early on site at around 7am. Health and Safety is the number one priority at Wates so every site holds a daily ‘Start Right’ morning briefing to review the planned programme of works and associated hazards. Once this has been completed, no day is the same! I could be doing anything from attending a health and safety training course, meeting with subcontractors, participating in site health and safety review meetings, carrying out a monthly iMS audit, or providing advice and guidance to my colleagues about safe practices.

This is central to why I love my job. The variety and opportunity to travel and meet with different teams across the Wates Residential keeps the role interesting and means that I can monitor and review the progress of different sites all at once.

Being able to influence people positively and prevent harm is also a key reason why I chose health and safety as a career in the first place – everyone should expect to return home safely at the end of the day as a minimum. I am also passionate about being able to positively

influence the health wellbeing of our people as well as the environments that we operate in too.

WHAT WAS YOUR BACKGROUND BEFORE STARTING THIS ROLE?

I hold a university degree in Health and Safety, majoring in Industrial Safety, which is recognised by IOSH. I also recently completed my NEBOSH Construction certificate as I was keen to continue my career route within construction following my work experience with Wates.

I am a believer that most industry knowledge can only be gained by putting the theories learnt in the classroom into practice with on-site experience. While I have a lot of previous experience in health and safety, this has previously been limited to an entirely different sector so I have really valued the opportunity to visit and shadow experienced construction team members across Wates Residential's sites as part of my placement and now, as a full time employee.

WHERE DO YOU SEE YOURSELF IN 10 YEARS?

I plan to be working as an efficient member of the Wates Health and Safety team. At the moment I'm still learning so much about the construction industry and getting up to speed on UK guidelines so I hope to be able to make a more measurable impact on our sites going forward. I am also keen to continue my academic learning by completing a Masters degree in the near future.

“ I approached Wates Residential regarding work experience in Abbey Road as they were regenerating in my neighbourhood. They are now allowing me to gain valuable experience in my profession as a Health and Safety Advisor after completing a higher education course abroad, for which I am truly grateful. No matter what your background is, this is the place where you are treated with respect and provided with the best possible guidance and education.

Wates is the place where dreams DO come true.

Marta Vuletic, SHE Advisor



EMPLOYABILITY SESSIONS – HEALTH AND SAFETY WORKSHOP & WORLD OF CONSTRUCTION

We are committed to investing in programmes for hard to reach individuals and those facing barriers to employment, where they can gain practical experience and develop key skills sought after by employers. Our team engaged with students from **St Mungo's ReViVe, Bricks and Mortar** and a **Job Centre Plus Construction Course** run by the **College of North West London** to run two sessions that promoted local job vacancies and provided employability guidance.



ST MUNGO'S HEALTH AND SAFETY WORKSHOP
AUGUST 2017

In August 2017, Wates Residential hosted a Health and Safety session to a cohort of 19 students studying construction skills with **St Mungo's; ReViVe** and **Bricks & Mortar** projects.

Both projects provide homeless people with the opportunity to learn new skills to enhance their life chances. Learning a number of skills from several different disciplines e.g. Bricklaying, Painting & Carpentry.

ReViVe is a social enterprise and students who have completed their Painting and Decorating programme, were given the chance to work on live contracts in a work based environment. ReViVe competes on the open market against external contractors for refurbishment projects.

Camden-based Bricks & Mortar is a projects training centre for wet trades, Health and Safety & employability. Most students have no previous experience but soon develop skills.

19 STUDENTS TOOK PART IN A HEALTH AND SAFETY WORKSHOP

6 STUDENTS TOOK PART IN MOCK INTERVIEWS

6 STUDENTS TOOK PART IN A TALK ABOUT CONSTRUCTION



ST MUNGO'S BRICKS AND MORTAR SITE VISIT
AUGUST 2017

In August 2017, the Abbey Area One Site team in Camden, hosted a cohort of 13 students from the **St Mungo's Bricks and Mortar project** with the opportunity to visit a live construction site.

Before going on site they attended a Health and Safety induction and on site they observed the work force. This gives them a chance to ask questions in a live working environment. Site visits are a great tool to support and enrich the students classroom learning.

The **St Mungo's Bricks and Mortar project** has been running successfully for 9 years and has had many successes with clients moving into to further education or employment.

This is an accredited course providing a recognised qualification. Individuals who are engaged with any of the St Mungo's projects across London and all projects within the London Borough of Camden are eligible to join.

SITE VISITS

Site visits are a great form of engagement and an exceptional way to enrich students' learning away from the classroom. Site visits are open to all age ranges, from under-represented groups between the ages of 14-18 to students that are already studying construction and members of the public seeking to gain a better understanding of a live working site.

The construction and built environmental sector requires over **180,000 new jobs** over the next five

years and Think Build is designed to inspire the next generation to join a thriving and inspiring industry.

We believe what we see and do for ourselves as this is more memorable, more 'real,' more 'true' than what someone else tells us. In any situation, there is more to be seen and understood than can be articulated. Only by being there can we absorb the 'look and feel' of a place, a person, a group. The following students visited the Abbey Area One site.

DATE	NO. OF STUDENTS	COLLEGE / PROGRAMME ATTENDING
14/03/2017	7	Multi skill class from Kings Cross Construction Skills Centre
03/04/2017	14	Building Futures course – Camden residents
18/05/2017	6	Kingsway College from Kings Cross Construction Skills Centre
15/08/2017	10	Students from St Mungo's Bricks and Mortar Programme – Camden
23/11/2017	7	School class (Year 10) from Kings Cross Construction Skills Centre
13/12/2017	10	Students from St Mungo's ReViVe Programme – Camden
19/02/2018	7	Building Futures Course – London programme
20/03/2018	5	Open Doors Visit
18/07/2018	3	London Build Yourself programme
25/09/2018	10	Students from Women into Construction
12/10/2018	8	Job Centre Plus – work coaches to support the JCP construction campaign
18/02/2019	6	Building Futures course – London programme

Alan Phelan, course tutor from Kingsway College, said:

“ I would just like to say a big thank you to yourself and the guys on the Abbey Road site. They made us all feel very welcome and gave us some very valuable information, which the learners can use to complete some of their course work. They were very impressed by how all of the construction skills (trades men/women) worked together on the site using all types of different skills to produce the finished work.

Again, many thanks Wates and Kings Cross Construction Skills Centre for sorting this out for us, and thank the guys on the site for taking time out of their very busy schedule to give the learners some very valuable behind the scenes information.



93

STUDENTS
HAVE VISITED
THE SITE



128hrs INVESTED IN SUPPORTING PEOPLE THROUGH EDUCATION INITIATIVES BY WATES



£6.5k INVEST INTO SUPPORTING EDUCATION ON THIS PROJECT



INVESTING IN THE COMMUNITY - YEAR ONE

During the Pre-construction stage, we donated £500 to the Abbey Road Housing Co-operative to replace their stolen sports equipment. Managing Director, Paul Nicholls and the team presented the community with the equipment and took part in a kick-about.



£ **£500**
DONATION



On 1 July 2017, 57 residents visited Legoland. The trip was funded by Wates Giving and organised by the Abbey Road Housing Co-operative. Community days out are so important, providing opportunities for neighbours to get together, talk and create friendships. The day was really well received by all who attended.



Francis Owusu-Sekyere, Estate Manager, Abbey Road Housing Co-operative:

“ I would like to take this opportunity to thank the Wates Family Enterprise Trust on behalf of the Management Committee and all residents of the Abbey Road Housing Co-operative for the sponsorship of this trip.

Comments from some of the residents:

“ Well done Francis for organising such a wonderful trip, we hope this will be repeated.

“ Our sincere thanks to WATES and the rest of your staff for the trip, it was fun and enjoyable, the kids really had a good day out.

£ **£2,100**
GRANT

Wates GIVING

ABBEY ROAD HOUSING CO-OPERATIVE FUN DAY – JULY 2017

We had a great day meeting so many residents at the Abbey Road Housing Co-operative Fun Day to mark their 25th anniversary. We were on hand providing an update on the development and information on careers in construction.





On 22 November residents from the Abbey Road Community Centre Art Class took part in a trip to Hampton Court. The trip was funded by Wates Giving and organised by the Abbey Road Community Centre.

Simone, activities co-ordinator, said:

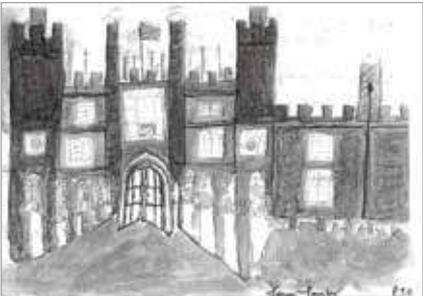
Sally said

“ The class enjoyed it most. They were singing on the journey and even took pictures with the guards in front of the palace! They watched the performances, visited the palace and gardens, had lunch and chocolates; and some of them did some sketches of the palace. It was a really fantastic day! Huge thanks to you Wates!

“ I had the most entertaining time. I am not sure what the best bit was. Wonderful company, great location and a caring leader. I got home feeling so blessed. I am grateful for all of my friends at the Abbey Centre, they are full of fun. My inner child was able to enjoy herself. Something I could never do when I was young. I was able to learn so much about Henry the eighth and his last wife Catherine. I never had the time to embrace history and now I am hoping to visit lots of other historical sites.

We all appreciated it very much.

Thank you Wates for making this visit possible. Art and Crafts is a lovely space.



AFTER



PAINTING DURING THE BUILDING FUTURES PROGRAMME

The last day of the Building Futures programme was a great success.

The Abbey Community Centre, had an external mural which often led the centre to be mistaken for a youth club. The centre manager felt this discouraged people from entering. Their aim was to increase the use of the services on offer including the community garden.

The candidates repainted the the external wall mural and helped with the much needed re-staining of the shed and planters in the community garden.

All of the paint and equipment was provided at no charge to the centre.

BEFORE



THANK YOU AFTERNOON TEA

The Community Art and Gardening Club from the Abbey Community Centre spent some time with the project team in the site office for a “THANK YOU” afternoon tea. The groups took a tour around the office and in particular the outdoor space where they got to see their hanging baskets displayed. They also took a trip down the timeline of the development with the photo slide show from the site when it was a car park to where the development is now.

The Activities Facilitator said:

“ All the ladies and the gentleman were overwhelmed and were commenting on what a wonderful time they had and how delicious the afternoon tea was. They also found the slides about the development very interesting and informative.



ART PROJECT – HANGING BASKETS AND HOARDING

We worked closely with the Abbey Road Community Centre’s arts and gardening groups. The art group created hanging baskets for the Wates’ Residential Site office by recycling some unused hard hats and making them into wonderful hanging baskets, each one with a unique design. We are truly grateful for their efforts and their support to make improvements to our site office compound. Paul and Manny went to community centre to receive the 10 hanging baskets. The hanging baskets were fitted with chains and lining and then taken back to Abbey Road Community Centre where the Gardening club then launched into planting them ready to take bloom and to be displayed on the hoarding.



RESHAPING TOMORROW WEEK VOLUNTEERING

We worked closely with the Abbey Road Housing Cooperation during our ‘Reshaping Tomorrow Week’ (staff volunteering week). We were approached by the Estate Manager from Abbey Road Housing Cooperation (ARHC); to support them with some environmental improvements to their tower blocks.

There are currently two blocks which face the Abbey Area site. We painted 60 pillars and replanted a flower bed.



FLOWER BED REPLANTED

60
PILLARS PAINTED



THESE IMPROVEMENTS INVOLVED
21 STAFF + 64 HRS



CHRISTMAS FESTIVITIES

We held a Christmas tree lights switch on event on 4 December. 25 local residents came out to celebrate the switch on. The tree was switched on by a local resident from Histock and a great time was had by all; an evening filled of Christmas cheer. People gathered singing carols whilst enjoying mince pies and mulled wine.

On 7 December members of the site team dressed as Father Christmas and an elf for the Abbey Road Community Centre Children's Christmas Party. Over 45 children enjoyed telling Father Christmas what they would like for Christmas and received a gift that was kindly donated by the supply chain.



FOOTBALL CHARITY GAME



THE ABBEY ROAD FOOTBALL TEAM
 CHARITY 5-A-SIDE
FOOTBALL TOURNAMENT



RAISING MONEY FOR THE PRINCE'S TRUST

£11,200 RAISED FOR THE PRINCE'S TRUST
ABBEY SITE DONATED £500



WORKING WITH WATES RESIDENTIAL

“ The Abbey Community Centre works with a diverse range of people across Kilburn and the surrounding area. We focus on older people and families, many of whom are affected by social isolation or financial disadvantage. As a small charity with very limited resources, we and our centre users have really appreciated the wonderful opportunities Wates Residential has offered us. These have always been created with Abbey users in mind, tying in well with their interests and skills, giving them the chance to do or experience something they wouldn't usually have the chance to. Thanks to Wates Residential, we've enjoyed a trip to Hampton Court palace; have had the chance to showcase our Re-cycle-art group's artwork on the Wates Residential site; had a trip to the top of Abbey Road construction site and enjoyed a delicious cream tea. Wates Residential is also sponsoring our Christmas celebration to make it extra-special for the families we support; and have painted our walls, shed and planters to give the centre a new lease of life. All of their support has been thoughtfully organised and arranged in partnership with us to ensure it directly benefits the local people we support.

Simone Carneiro, ACTIVITIES FACILITATOR,
 THE ABBEY COMMUNITY CENTRE



282.5



HOURS INVESTED INTO VOLUNTEERING AND SUPPORTING THE COMMUNITY BY WATES STAFF

INVESTING IN THE COMMUNITY - YEAR TWO

RESHAPING TOMORROW WEEK VOLUNTEERING 2018 (11-15 JUNE)

Wates staff and supply chain partners rolled up their sleeves and got stuck in to a number of renovation tasks, as part of their staff volunteering week, from replacing toilets and sinks, painting & decorating, tiling, to creating new storage and erecting shelving. The beneficiaries were the Abbey Road and ShaK Community Centres.

This investment totalled more than £2,000 in materials to carry out the projects, generating nearly £8,000 in social value.

The activities are part of Wates Residential's wider pledge to deliver a lasting legacy for the community as part of the development.

“ At Wates Residential, we strongly believe that we have a role to play in supporting local communities. We know our staff all found this a hugely rewarding experience. PAUL NICHOLLS, MANAGING DIRECTOR OF WATES RESIDENTIAL



142hrs 142 HRS SPENT BY OVER 30 STAFF VOLUNTEERING TO SUPPORT LOCAL RESIDENTS

“ We want to say a huge thank you to all those who made the volunteer week at Abbey happen. We are delighted, the foyer and toilets look so much fresher and brighter. The new toilets and sinks have been a great improvement. The team were fantastic to work with both in the lead up to and the week itself. Thank you for all your hard work and cheeriness, it has made a huge difference to our busy community centre.

SINEAD, FROM THE ABBEY ROAD COMMUNITY CENTRE



£8,000 IN SOCIAL VALUE ACROSS 5 DAYS

COMMUNITY LITTER PICK

On 1 June, 11 members of the site team and supply chain organised and took part in a litter pick on Belsize Road and the local park. During two hours the team collected 10.6 Kilos of rubbish. Following this initiative, the team continued to carry out weekly litter picks of the local area.



2018 SAW MORE GRANT APPLICATIONS



Wates Giving application for Women's Health Camden Urban Community Garden Space enabled a successful grant for the sum of £3,000.



The Abbey Road Community Centre received a donation of £500 from Wates Giving to support the continuation of its daily activities.



Arc youth club in Camden received £10,000 from a successful Wates Giving grant. The project is to upskill and empower young people to become researchers and leaders for the area, equipping them with better life skills (confidence, communication etc.) for future life and careers while also supporting the community to 'grow its own' youth leaders.

ABBEY ROAD HOUSING COOPERATION FUN DAY 2018

On Saturday 14 July, five staff members had a great day meeting residents at the Abbey Road Housing Co-operative Fun Day. We were on hand providing an update on the development and giving out information on careers in construction. The team supported the event with a donation of £300 towards the refreshments, catering and entertainment. 'The Vikings' spent hours entertaining the audience with displays of Viking battles, group participation and living history sessions.



COMMUNITY FESTIVAL – 15 SEPTEMBER – ABBEY COMMUNITY CENTRE

Wates Residential staff attended the Abbey Road Community festival on 15 September at the Abbey Community Centre. This was attended by 80 people and a great day was had by all.

FRIENDLY COMPETITION WITH THE NEIGHBOURS

The site team took part in a table tennis competition against a group of service users from the Abbey Road Community Centre. Abbey Road Community Centre won 5-1!!!

Simone from the Abbey Community centre said:

“ Thank you for the great tournament! The ACC players came back overwhelmed with the event and very happy with their performance. They mentioned to me that the next tournament will be here at the ACC in about 3 weeks' time. It sounds fantastic. I'm so pleased that everyone enjoyed it!



ABBEY ROAD COMMUNITY CENTRE, CHRISTMAS FAIR 2018

Following the success of the previous year the site team were asked by the community centre to dress as Santa Claus and an elf for the local Children's Christmas fair.



£300,266

HAS BEEN INVESTED INTO LOCAL CHARITIES / COMMUNITY CAUSES

IMPROVING THE ENVIRONMENT

We integrate environmental sustainability throughout our projects. Our constant drive for improvement means the exploration of new ways to minimise waste, source our materials and suppliers responsibly and be a good neighbour.

MINIMISING WASTE

All Wates Residential staff on the Abbey project undertook a Waste Management ‘e-learning’ course, to ensure that we minimised waste being sent to local landfill sites.

This initiative, twinned with bespoke environmental inductions and regular tool box talks, led to an impressive **94%** of waste materials being diverted from landfill to be recycled. On each project we also measure the amount of waste produced to enable us to set benchmarks for future schemes.

We created a Green Travel Plan for the site, with information on local transport links and cycle routes to encourage reduced use of any transport that produces carbon. As well as implementing no driving to site, reducing our carbon footprint our site cabins at Abbey were ‘eco-friendly’, with passive infra-red lighting and water-use controls on all taps in washroom areas.

PROMOTING SUPPLY CHAIN SUSTAINABILITY

78% of materials used on the programme were sourced locally, reducing the overall carbon footprint of the works, as well as investing in the local supply chain.

Materials were re-used on site wherever possible. All timber utilised on the project was procured through FSC approved suppliers, in line with Wates’ Responsible Sourcing Policy.

SUPPLY CHAIN SUSTAINABILITY SCHOOL (SCSS)

The Supply Chain Sustainability School (SCSS) provides our supply chain partners with tools and support to develop a greater knowledge and understanding of the key environmental issues affecting their businesses. The SCSS enables each organisation to undertake a detailed sustainability self-assessment, to highlight key areas for improvement going forward.

Each signed up member then receives a free action plan; bespoke to their business and the specific environmental issues they face within their sector tailored to the level of sustainability knowledge within their organisation. A wealth of free resources including training videos, presentations and e-learning modules are also provided, to ensure that each company can consistently improve their performance over time. This provides a foundation for working towards a comprehensive environmental management system among a vast range of other sustainability areas including social and economic factors.

Over 3,000 companies are now registered on the SCSS and currently **98%** of our sub-contractors with whom we trade over £1m per year are now members of the SCSS and are working to improve the long-term sustainability of their businesses.



ENCOURAGING EVERYONE TO CONSIDER ENVIRONMENTAL RISKS

Wates have been operating a hazard spotting initiative called Stop/Go for around five years. During this project we extended the concept from just safety to environmental hazards. We encouraged everyone working on the sites to identify environmental hazards and risks as part of their daily duties, with all incidences being logged on site, providing shared learning and best practice.

Site recycling performance is monitored across the project, with weekly site reports encouraging the workforce to reduce waste and maximise recycling activity.

GOOD NEIGHBOUR

Throughout the project, our team tried to engage local schools; however the local schools had already committed to work with other contractors developing in the area.

To reduce noise and disruption, we set up sound booths for cutting of materials and our project managers held meetings with project neighbours to discuss noisy or disruptive operations. The team also undertook weekly litter picking across local areas during 'Tidy Fridays.'



167 SOLAR PANELS HAVE BEEN FITTED AND ALL UNITS HAVE BEEN FITTED WITH SMART METERS

CONSIDERATE CONSTRUCTORS SCORE **BRONZE AWARD** TWO YEARS RUNNING



ALL 141 UNITS ON ABBEY AREA ONE ARE DESIGNED AND BUILT TO CODE 4.

A TOTAL OF

35 TONNES

CONSTRUCTION WASTE



HAS BEEN DIVERTED FROM LANDFILL



WATER CONSUMPTION IN NEW HOMES EXPECTED TO FALL BY OVER 19%



AROUND **300 TONNES** OF CARBON EMISSIONS SAVED EVERY YEAR



ONLY FSC CERTIFIED TIMBER USED ON THIS PROJECT

78%

MATERIALS WERE LOCALLY SOURCED OR FROM SMEs



CASE STUDY: THE CHALLENGE - REDUCE PLASTIC WASTE



“ Providing free reusable water bottles to all operatives on site, the Abbey Area Regeneration Phase 1 team has:

- ✓ reduced plastic waste
- ✓ reduced littering
- ✓ saved money
- ✓ encouraged operatives to stay hydrated and
- ✓ promoted the Wates ‘Safer Together’ campaign.”



Denise Southard our document controller / community champion looked at the Abbey Phase 1 site. The site used approximately 10,000 plastic cups per month. **120,000 cups = £1,320 per year**

THE SOLUTION

Denise thought that it may be possible, not only to reduce landfill, if the plastic cups were replaced with reusable water bottles, but also to make a cost saving.

She worked with ‘Commercial’, a Social Enterprise who quoted £885 for 500 branded BPA reusable bottles.

All site operatives were given their own reusable bottle to refill at the fresh water stations which encouraged them to stay hydrated at all times.

This will save the site at Abbey, £435 per year.

Year	Cost Saving	Reduction to Landfill
1	£435	480 kg
3	£1305	1440 kg
10	£4350	4800 kg

These calculations are based on one site. Rolled out this would make clear savings to our business.



COST = £885 PA
SAVING = £435 PA



REUSABLE WATERBOTTLES

PROJECT NAME: ABBEY AREA REGENERATION PHASE 1
 CLIENT: LONDON BOROUGH OF CAMDEN
 BUDGET COST: £5M MILLION
 CONSTRUCTION DIRECTOR: GLEN ROBERTS
 OPERATIONS DIRECTOR: ADRIAN FENNESSY

“ Providing free reusable water bottles to all operatives on site, the Abbey Area Regeneration Phase 1 team has:

- ✓ reduced plastic waste
- ✓ reduced littering
- ✓ saved money
- ✓ encouraged operatives to stay hydrated and
- ✓ promoted the Wates ‘Safer Together’ campaign.”

Denise Southard (DOCUMENT CONTROLLER) / WATES RESIDENTIAL SOUTH

THE CHALLENGE - REDUCE PLASTIC WASTE
 Denise Southard our document controller / community champion looked at the Abbey Phase 1 site. The site uses approximately 10,000 plastic cups per month. **120,000 cups = £1,320 per year**

THE PROBLEM

- The production of 1 tonne of plastic cups emits 5kg of greenhouse gases.
- They can take up to 1000 years to biodegrade.
- They are made with oil from a non-renewable source.
- The resulting litter of cups around our site and residential areas can damage our reputation.
- The cost of clearing litter and use of skips to remove them from site is often unseen.

COST = £1,320 PA

THE SOLUTION

Denise thought that it may be possible, not only to reduce landfill, if the plastic cups were replaced with reusable water bottles, but also to make a cost saving. Michelle McSorley provided a contact at ‘Commercial’, a Social Enterprise company who quoted £885 for 500 branded BPA reusable bottles.

All site operatives were given their own reusable bottle to refill at the fresh water stations which encouraged them to stay hydrated at all times. This will save the site at Abbey, £435 per year.

Year	Cost Saving	Reduction to Landfill
1	£435	480 kg
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These calculations are based on one site. Rolled out this would make clear savings to our business.

COST = £885 PA
SAVING = £435 PA

To establish the quantity of bottles required we used a site report from Bouvier and averaged out the staff/contractors by the month. To save site account new sub-contractors coming on to site after the day of roll out we ordered 30% over. We contacted our account manager at ‘Commercial’, Lily Bryan-Adams at Lily.Bryan-Adams@commercial.co.uk. She will source an SE supplier to produce the bottles and will provide a quote. I ensure you look at the quote and agree the branding before submitting your support and commitment from the Site Managers in visit as they will ensure that the sub-contractors are briefed on the importance of this issue and that they look after their bottles. On the day of roll out use the most recent report from Bouvier and make use of the bottles for the first 1000 bottles. From then on, the bottles will be given out to sub-contractors when they are inducted. Create a Green Team on your site to look out for waste and where costs can be saved whilst using the planet. For more information contact Denise Southard, Document Controller, Wates Residential.

Above all it's about people www.wates.co.uk

CARBON OFFSETTING BY TREE PLANTING

In the later part of 2018 we commissioned carbon footprint to plant a 101 trees, offsetting 250 tonnes of CO₂ the equivalent to driving around the Earth 40 times in a standard petrol car. Alongside planting trees, we offset 50 tonnes of CO₂ in investing in wind power in India, both initiatives leaving lasting legacy through carbon offsetting plan.

Fast-forward 10 years and there will be new woodland in Roundwood Park after 100 sapling trees were planted; All trees planted are native British species including Silver Birch, Grey Willow, Whitebeam, Hazel and Hawthorn. The trees were planted by Wates staff alongside 13 pupils from Newfield Primary School and representatives from Carbon Footprint at an event in November.

The initiative forms part a new nationwide commitment by Wates to offset carbon emissions created by its construction activity located across London and the South.

On all our projects, Wates Residential works with its partners to deliver a lasting legacy for the local community. The new trees will help aid the creation of a woodland

wildlife habitat in addition to offsetting the unavoidable carbon emissions caused by the vehicles, site machinery and site office accommodation required to support its construction activity.

In addition to planting 101 trees locally, Wates Residential also boosted its carbon offsetting target by supporting a Wind Farm in India through the Carbon Footprint's buddy scheme. This will see at least 300 tonnes of carbon dioxide offset with official carbon credits verified against the internationally recognised Verified Carbon Standard.

We work with Carbon Footprint to plant native broadleaf trees near to many of our construction sites across the UK, as well as offsetting carbon emissions through verified

carbon offset projects around the world as part of our wider environmental sustainability strategy.

Glen Roberts, Project Director at Wates Residential, said:

“Planting more than 101 trees is just one of the ways we can ensure we are creating great places for people to live far into the future, as well as helping us to maintain our commitment of being a responsible business.

It was fantastic to be able to work with Newfield Primary School, Brent Council and Carbon Footprint on this important project, and we very much look forward to seeing the woodland flourish over the next decade.



CONSIDERATE CONSTRUCTORS

Wates is a proud, long-term Associate member of the Considerate Constructors Scheme and strives to be a good neighbour to the communities we have worked in during the Abbey Area Project. The site was assessed twice by independent CCS auditors, with an excellent scores of 42 (first visit), 44 (second visit) and 44 (third visit) being achieved, against an industry average of 35.5.



ENHANCING THE APPEARANCE

- Fully branded site with clear signage including instructions for delivery drivers
- Community information boards to promote employment opportunities
- Opaque filters to windows overlooking neighbours to ensure privacy
- Daily street and compound inspections undertaken and logged on a register



PROTECTING THE ENVIRONMENT

- Extensive 'cut and fill' to prevent removal of waste materials
- Recycling of pallets, wrapping plastic and to brick bands
- Improved system for capturing CO₂ data, with results used in inductions to promote the practice to the workforce



CARING FOR THE WORKFORCE

- Respect for People training provided to all employees
- Random drugs and alcohol testing
- Dedicated Health and Wellbeing Campaign over the duration of a week - promoting healthy lifestyle and providing advice and guidance on mental wellbeing
- Prayer room facility available for staff



SECURING EVERYONE'S SAFETY

- Inspections carried out daily and IMS reports undertaken by visiting managers
- Sub-contractor co-ordination meetings to ensure highest focus on safe practices
- Stop/Go cards utilised, with follow up 'you said, we did' displays
- Monthly safety alerts displayed 'Stop/Go of the Month' awards given out
- 'Bin the Broom' campaign to minimise risk to operatives from airborne dust
- Actively taking part in the CLOCs programme



RESPECTING THE COMMUNITY

- Community newsletters for neighbours produced bi-monthly
- Deliveries scheduled to prevent upheaval for site neighbours
- Considerate Constructors public notices in entrance areas, with contact directory including out-of-hours contacts
- Community Notice Board to update all local residents on site progress and community events
- Participation in community days and creation of community days out via awarded grant applications



CONSTRUCTION LOGISTICS AND COMMUNITY SAFETY (CLOCS)

Wates Residential launched its first CLOCS (Construction Logistics and Community Safety) programme at the Abbey site, Camden. The project, sponsored by Transport for London (TFL), is being championed by Camden Council and is aimed at enhancing work related road safety and protecting vulnerable road users.

The standard outlines a common road safety framework for use by the construction industry, aiming to improve the way the industry manages potential dangers to cyclists, pedestrians, motorcyclists and other vulnerable road users.

CLOCS Site Compliance Monitoring reported that the **Abbey site scored 20 out of a maximum 21 available.**

“ This is an ideal site to run a programme such as CLOCS given our proximity to Abbey Road and Belsize Road. It’s a really simple but effective initiative to put in place. All suppliers delivering to site must have a FORS (Fleet Operators Recognition Scheme) Silver as a minimum standard, evidencing their commitment to safe and environmentally conscious working.

One example is that we require all of our suppliers to have audible warnings on vehicles to signal to pedestrians and other road users. Once pulled into the CLOCS pit lane, documentation is checked by our dedicated CLOCS champion and providing all is in order, then they are allowed to proceed and deliver materials.

I’m proud to be part of such an initiative and if this helps to avoid injuries and accidents or save lives then it is absolutely worth the investment and time.

Glen Roberts
PROJECT DIRECTOR FOR WATES RESIDENTIAL



CREATING A LEGACY

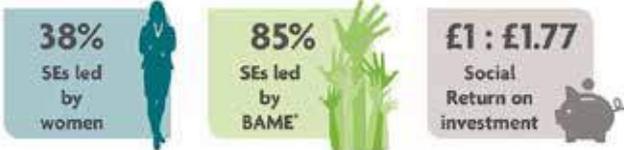


SPENDING WITH SOCIAL ENTERPRISES

Independent research commissioned by Wates and conducted by NEF Consulting, 'Impact Evaluation of Wates' relationship with Social Enterprises', 2017, identified that for every pound invested in SEs an additional £1.77 of social value is created. The research also identified the recruitment of employees from disadvantaged groups as a primary way in which SEs bring about a positive impact for the communities in which they operate.

KEY FINDINGS

- 1. Stronger local economies:** In buying from social enterprises, Wates supports the creation of greater social value in local communities, which in turn helps make stronger local economies and more sustainable communities.
- 2. Diverse supply chain:** SE Leadership is more diverse than commercial organisations
- 3. Create Social Value:** The majority of the social value created by social enterprises is in employing people who otherwise would find it quite difficult to find employment.



SEEING IS BELIEVING TOURS

Delegates from the county's public sector bodies are invited to take part in our 'Seeing is Believing' event, which takes a tour of several Social Enterprises. Seeing Is Believing Tours are designed to raise awareness of the social and economic impact of the sector. Wates is committed to the Buy Social Challenge and we run these tours as part of our nation-wide campaign to promote the benefits of Social Enterprise (SEs).

We ran two successful tours, The first 'Seeing is Believing' Tour with 17 people in attendance, visiting The House of Saint Barnabas, ReVive, Construction Youth Trust, The Clink and Bounce Back. The second Tour with 16 people in attendance, visiting ReVive, Bounce Back, The Brigade and included talks from The Royal British Legion Industries and Tarem Services; *case study appended.*

TOUR ONE



TOUR TWO



A tall, modern brick building with a grid of windows and balconies. The building is the central focus, with a semi-transparent teal banner overlaid across its middle. The banner contains the text 'KEY MILESTONES' in white, uppercase letters. The building's facade is made of red brick, and it features several balconies with white railings. The sky is clear blue, and there are some bare tree branches in the upper right corner. In the foreground, there are green bushes and a smaller brick building to the left.

KEY MILESTONES

During November 2017, we held a 'Topping Out' ceremony at the Abbey site. Councillor Beales and local resident, Barbara set in place the last piece of reinforced concrete frame during the ceremony. This construction tradition has an ancient history and is still used today to acknowledge good work and progress.

Topping out represents an important construction milestone, and Wates Residential South and Camden Council were honoured to collaborate with over 30 people in attendance.

Local Resident, Jean said:

“ I admire the responsibility of the owners. I have found all the workers on the site very polite and respectful, even the traffic marshalls help me across the road. The progress of the build has been amazing.

Danny Beales, Cabinet Member for Community Investment, at Camden Council said:

“ Fantastic project. Investing in much needed homes and community facilities. At today's Topping Out it was great to see so many joining us in this celebration.



NEARING COMPLETION – STAKEHOLDER PRESENTATION

In July 2018, rather than host a brickwork topping out ceremony, the Camden and Wates team felt a stakeholder presentation would be more beneficial.

Members of the London Borough of Camden’s CIP team were invited to inspect and get to know the 141 units – private and social, retail outlets, TMO office, car parking spaces including electrical car charge points and much more, the closer it came to Practical Completion and into the on-going care and management of those invited. Attendees got a first glimpse of the construction site and external finishes and a view across the roof tops.

Karen Honey, Senior Development Manager from the London Borough of Camden, said:

“ I just wanted to pass on my sincere thanks for the work that you put into making yesterday such a clear success. This is the first CIP programme event of its kind and I think you can successfully add it to your record of ‘delivering the promise’.

“ On behalf of the CIP Leadership Team I wanted to thank you for the insightful session that you organised for the wider business today at Abbey. I believe the session was well received so thank you.

John Walton
Head of Regeneration and Development



MAYOR OF LONDON GIVES ABBEY HIS SEAL OF APPROVAL

It was a proud day for Wates Residential on Thursday (28 February) as the team formally handed over 141 new homes to Camden Council – and Mayor of London, Sadiq Khan, popped in to look round.



END OF DEVELOPMENT CELEBRATION

The team hosted an informal end of development celebration in April 2019, with over 120 people attending.

This encouraged community cohesion by providing an opportunity for existing and new residents to get together and enjoy themselves in a celebration of the new building, new homes within the community and the great partnership formed between Wates Residential and Camden.



APPENDIX

THE SOCIAL VALUE PORTAL

The Social Value Portal (SVP) is an online analytics tool that allows organisations to measure and manage the contribution that their organisation and supply chain makes to society, compliant with the principles laid out within the Public Services (Social Value) Act 2012. This solution allows organisations to report both non-financial and financial data, attributing values that reward activities for doing “more good” in the community.

The SVP calculates the impact using the cost unit database 1.4 version.

The SVP was initially developed as part of work under the Investment Agreement and Partnerships Exemplar project to produce a framework to assist local partners in reforming the way they deliver public services. This project

was funded by the Department for Communities and Local Government’s (DCLG) Troubled Families Unit and delivered by Greater Manchester and Birmingham City councils. Work to develop and update the database was undertaken by New Economy (Greater Manchester), with further support from DCLG.

The SVP cost database brings together more than 600 cost estimates in a single place, most of which are national costs derived from government reports and academic studies. The costs cover crime, education & skills, employment & economy, fire, health, housing and social services. The derivations of the costs and the calculations underpinning them have been quality assured by New Economy in co-operation with HM Government. These costs can be used to inform proposals

for the implementation of new interventions, the redesign of public services or their evaluation. Having access to such information helps project managers to forecast the costs and benefits associated with their programme or project, prior to the undertaking of more detailed Cost Benefit Analysis.

The data are reviewed and updated on a regular basis by New Economy as new research and analysis is published. The current version was produced in March 2015 to incorporate updates to a number of documents from which the estimates are sourced. The costs were produced by local commissioners, charitable organisations and social enterprises to inform proposals for new interventions or the redesign of existing public services and feasibility studies and evaluations.

Reshaping
Tomorrow

Wates

Wates
RESIDENTIAL

CASE STUDY: DANIEL BEECH

HIGHER APPRENTICESHIP SCHEME: **Production Management Trainee****WHAT DOES YOUR JOB INVOLVE?**

The role of a Production Management Trainee involves ensuring each task on site is completed on time, to the highest safety standard and quality. Working closely with the other Site Managers, I assist them in completing their daily tasks and responsibilities.

Forming close relationships with the sub-contractors' management team is essential. The Wates Site Management team work closely with their operatives, ensuring the task is completed efficiently. It's an excellent opportunity to learn the technical side of construction and put that knowledge into practice. It involves referring to technical drawings, implementing health and safety standards and challenging RAMs amongst other tasks.

WHAT DO YOU LIKE ABOUT YOUR JOB?

The construction site changes daily presenting new and exciting challenges. The role provides unrivalled exposure to an exciting and dynamic environment with real accountability. It's a very verbal job and relies heavily on effective communication. Managing at the heart of a live project, I get to form relationships with the entire project team. The job provides the perfect combination between desk work in the office and being out on site.

WHAT'S YOUR WORKING DAY LIKE?

My working day typically starts just before 8am, allowing me to oversee the sub-contractors 'Start Right' talk. Afterwards, I would induct any new operatives, ensuring they understand their RAMs and the level of health and safety on site. When on site, I'm constantly looking out to ensure health and safety standards are being met and the quality of work being undertaken is correct by referring to the relevant drawings.

Every afternoon there is a daily collaborative meeting attended by the Wates site team and a manager from every sub-contractor. The following day's tasks are addressed and any hazards or risks identified. There are also weekly team meetings for the entire Wates team and a bi-weekly health and safety engagement meeting where operatives from each sub-contractor attend and where the level of H&S on site and any improvements or issues requiring attention are reviewed.

WHAT SKILLS DO YOU NEED IN YOUR JOB?

The most important skill of this job role is to be willing to learn. Even the most senior of Site Managers still learn daily on site. The best way to learn is to simply ask operatives and managers on site therefore only the smallest amount of confidence is needed. If you're eager and passionate, you'll be surprised how much you'll learn and experience.

WHAT WAS YOUR BACKGROUND BEFORE STARTING THIS ROLE?

I achieved a BEng degree in Mechanical Engineering and completed a sandwich placement year as a Advanced Manufacturing Engineer for General Electrics. Although my education was of an engineering background, I always possessed a passion for the construction industry. The trainee programme gave me the opportunity to experience several roles in construction, improving my knowledge and heightening my enthusiasm for the industry.

WHERE DO YOU SEE YOURSELF IN 10 YEARS' TIME?

Apart from being a successful Site Manager having managed many sites to completion, I wish to have achieved Chartered status with CIOB and have grown a large network of contacts through Wates and in the industry.



"The Production Management Trainee scheme is a great way to experience multiple roles in construction while focusing on site management. Wates are really keen to train and develop their staff, so a great experience for anyone starting their career in the industry. The scheme provides real accountability and exposure while being a part of great team."



wates.co.uk

Reshaping
Tomorrow

Wates



CASE STUDY: AARON SABINE STIMPSON

HIGHER APPRENTICESHIP SCHEME: Commercial Management Trainee

WHAT DOES YOUR ROLE INVOLVE?

As a Commercial Management trainee, my main role is to assist the likes of commercial managers, site surveyors etc. with various tasks such as the measurement of materials and costs, management of sub-contractor packages and the sending out of payment notices and site instructions. I also have the responsibility when on site, as every employee does, to ensure site safety procedures are being carried out properly such as workers wearing the correct PPE or equipment being stored correctly.

WHAT DO YOU LIKE ABOUT YOUR JOB?

The main thing I enjoy about my job is the level of interaction you have with your colleagues and sub-contractors. This has taught me numerous ways of approaching and handling tasks and challenges that can come up in my role and has given me a stronger understanding for the need to respect a different view of doing things. I also like the problem solving involved in some tasks which can be challenging but very rewarding at the end of it.

WHAT'S YOUR WORKING DAY LIKE?

My day starts off at 8am and generally can be quite varied. In some instances I have to go on site to either complete measurements of items such as metalwork and planters or take progress photos of sub-contractors works. On other days I can spend the majority of the day in the office completing general commercial tasks or attending meetings and writing up minutes.

The contrast in work each day is one of the exciting factors of working in the construction industry.

WHAT SKILLS DO YOU NEED IN YOUR JOB?

I believe one of the key skills needed in my job is strong communication, considering the high level of interaction that occurs every day with a wide range of people. Strong communication ensures messages are delivered clearly and are understood, it also aids in building and maintaining good working relationships. You also need to be pragmatic and resilient in your approach to tasks as sometimes greater attention to detail can be required and this may mean taking different approaches.

WHAT WAS YOUR BACKGROUND BEFORE STARTING THIS ROLE?

Before joining Wates I had just completed my A-Levels at school and had only some construction experience, having completed two work placements with Arcadis and a local firm in my area. However, this was enough to convince me that a career in construction was the right direction for me and what I wanted to achieve.

WHERE DO YOU SEE YOURSELF IN 10 YEARS' TIME?

In ten years' time the main goal is to have gained my degree in Quantity Surveying and be fully chartered under RICS. I would also hope to have moved up to the level of commercial manager which would allow me to fully utilise the skills I will expect to have learnt over the decade.



"The trainee scheme has been really beneficial for me so far, offering me the chance to enhance my knowledge on construction through my studies, whilst also gaining invaluable first-hand experience. I have thoroughly enjoyed myself so far and I am excited about the next few years with Wates."



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CASE STUDY: JOE POSNETT

HIGHER APPRENTICESHIP SCHEME: **Production Management Trainee** SEPT 2017- CURRENT

WHAT DOES YOUR ROLE INVOLVE?

As a Production Management trainee, my role is based on-site and involves learning the technical aspects of construction management. I then apply everything I've learnt through my practical day to day responsibilities such as maintaining site records, driving the delivery programme and reinforcing the company Health and Safety standards.

WHAT DO YOU LIKE ABOUT YOUR JOB?

What I particularly like about this role is the variation. I enjoy the fact the role challenges me in different ways be it practical, theoretical or interpersonal skills that are being tested. I also enjoy the fact that I am working in a collaborative environment where I can see the tangible results of our efforts pay off in both the short-term and the long-term.

WHAT'S YOUR WORKING DAY LIKE?

My working day typically starts by checking emails. I then prioritise tasks into a to-do list for the day. Next I go out on-site and make sure the right trades are in the right places to align with the delivery programme. I will take part in any meetings which have been scheduled for the day and record what is going on in the project on that particular day.

WHAT SKILLS DO YOU NEED IN YOUR JOB?

The most important skills are interpersonal making sure that I communicate effectively and build strong working relationships. Organisation skills are also critical for managing the work load. As a trainee, I think it is particularly important to have an inquisitive mind and constantly ask questions and record what you are learning.

WHAT WAS YOUR BACKGROUND BEFORE STARTING THIS ROLE?

I went to University to study business and languages and then spent a few years working in production within a different industry.

WHERE DO YOU SEE YOURSELF IN 10 YEARS' TIME?

I would love to have followed the natural progression of the role I am in and become a site manager for either part of or an entire project.



"What you plant now you harvest later."



Reshaping
Tomorrow

Wates

Wates
RESIDENTIALCASE STUDY: **ROSIE M^CGUIRK**HIGHER APPRENTICESHIP SCHEME: **Production Management Trainee** SEPT 2015 - CURRENT**WHAT DOES YOUR ROLE INVOLVE?**

My role as a production management trainee involves assisting the Site Managers with day to day duties on site, including; site inductions, completing RAMS (risk assessment and method statement) challenges to ensure they are sufficient, making sure that operatives follow their safe system of work as stated within their RAMS. Checking that what is being built matches the correct drawings, and generally ensuring the site is a safe environment for all operatives and also the public.

WHAT DO YOU LIKE ABOUT YOUR JOB?

My favourite part of the job is being part of a team that delivers the construction of a building – it's great to be part of something that began with just a hole in the ground, to then a beautiful structure. The project is changing constantly, and with each day comes a new challenge, there is always so much going on and it certainly keeps you on your toes.

WHAT'S YOUR WORKING DAY LIKE?

A typical day for me includes being on site for 8am and walking round the project, taking notes and photographs of any progress and current works, and carrying out general health and safety checks. These include; ensuring edge protection is secure, electrical tools have in date PAT tests, hop up systems have an in date TAG, ensuring operatives are wearing correct PPE and following their RAMS, materials are stored correctly and safely, etc.

As a project team we have weekly meetings, addressing any updates with all aspects of the project including; production, commercial, design, planning, etc. There are also weekly

meetings with each subcontractor on site, addressing new H&S aspects as the project progresses, and also logistics.

I also spend a lot of time reading drawings for works which are being carried out on site e.g. reinforcement bar schedules, and doing checks on site to ensure that what is being built is as per design.

WHAT SKILLS DO YOU NEED IN YOUR JOB?

As a production management trainee, it is essential that you are passionate, eager and willing to learn. As long as you have these qualities, you will absorb and learn the skills you need from your colleagues. Everyone that I have come across within Wates has been helpful when I've asked questions and queried how something works – no question is a silly question!

WHAT WAS YOUR BACKGROUND BEFORE STARTING THIS ROLE?

I left school after completing my GCSE's, and started working on large construction projects across London as a Junior Setting Out Engineer, and then progressed onto a Setting Out Engineer. I also attended college part time and completed a BTEC and NVQ in Surveying & The Built Environment. I worked for this company for three and a half years, before applying to start the management programme with Wates.

WHERE DO YOU SEE YOURSELF IN 10 YEARS' TIME?

Within 10 years my aim is to be a Project Manager, and have completed my Degree in Construction Management, which I am currently studying part time. I also hope to be Member of the Chartered Institute of Builders (MCIOB).



I would recommend this trainee programme to anyone who is beginning their career in the construction industry. The knowledge and experience that I have gained in the past year has been invaluable. There is such a variety of careers within construction and there are so many routes that people can choose to go down.



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Reshaping
Tomorrow

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RESIDENTIALCASE STUDY: **MATTHEW TAYLOR****Building Futures: Camden, March 2017**

Matthew Taylor, 48, moved from Bexhill-on-Sea, East Sussex, to London at the age of 16. When he arrived he found a job in a nightclub and since then has had a number of job roles, varying from an Area Manger to a Tree Surgeon. Over the last five years Matt has been a single dad to four children aged 20 to 10 years old. It was his oldest son who told him about the Kings Cross Construction Skills Centre, following his own success in becoming an apprentice and Centre staff made him aware of the Building Futures Programme.

Matt was unsure and nervous at first, he attended the interview and from that point felt encouraged. On day one, all students attended a morning presentation outlining the history of Wates, an overview of the projects that Wates are delivering in the London Borough of Camden and why these programmes are so important in bridging the skills gap.

During the next two weeks, Matt learned a number of new skills including carpentry and plumbing, met new people and gained insight into the construction industry and its diverse range of roles.

The live construction site visit was Matt's favourite day, seeing first hand how buildings are built from the foundations up. Matt passed his CSCS with a score of 100%. Feeling proud and enjoying his new found self-confidence, Matt is now seeking full time employment and completed a week's work experience with Wates in May 2017.



"I didn't know where my career was taking me. Then I started the Building Futures course. It was great to be treated as a person again and not just a CV. After being out of work for so long I was scared and fearful of the workplace. This course has given me the confidence I needed to return to work. I am excited and see a future working in construction."

Wates has invested in me; by giving me this great opportunity I have gained new skills and met some great people. This has been an excellent learning experience, well run and organised; I would highly recommend 'Building Futures' to friends and family."



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CASE STUDY



BUILDING FUTURES CAMDEN

A two week Building Futures Programme was held in Camden 27 March - 7 April.

The candidates were given hands-on experience in plumbing and joinery and were supported through BTEC Level 1 Construction they also trained for and sat exams to obtain their CSCS card which will enable them to work in the sector. The candidates were taken on two site visits to live Wates projects, Abbey Road and St Pancras Way (photos below). The programme was finished off with the completion of a community project, where participants painted the walls outside a Community Centre in Abbey Road, and received official certificates at the Town Hall presented by the Deputy Mayor of Camden and members of the Wates Senior Leadership Team.



Glen Roberts, Wates Project Director, explaining the construction stages and progress of the Abbey Road site.



The candidates on a visit to the Wates Living Space site, to see the external refurbishment works being undertaken at St Pancras Way.

HISTORY OF THE PROGRAMME

Building Futures was launched in 2005. It is delivered by our training provider, Ixion, and provides basic construction training underpinned with return to work skills, to prepare participants to make the transition into employment or training. All graduates receive six months support post programme to help find sustainable employment. To date over 1,030 people have completed the **Wates Building Futures programme** across the UK.



Des Byrne, Building Futures trainer – talking a candidate through elements of the joinery module.

I'd recommend the course to anyone. Des was fantastic, and explained everything really well. If you didn't get something the first time then he didn't mind explaining it again, until we understood.

I left school and did a 5 year apprenticeship so I am not new to the industry, but I had been out of work and over the years things change. Like health and safety – there is so much more to it now and this course has bought me up to speed.

I've really enjoyed it. I'm 60 years old and the youngest was 21 but everyone just got on really well. I enjoyed every minute of it. Thank you very much.

Edward O'Halloran, Building Futures candidate, Camden, April 2017



FOR MORE INFORMATION, CONTACT:

Jennie Assersohn – Community Investment Manager
 Jennie.Assersohn@wates.co.uk

Above all, it's about people

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CASE STUDY

ST MUNGO'S HEALTH AND SAFETY WORKSHOP AUGUST 2017

In August 2017, Wates Residential hosted a Health and Safety session to a cohort of 19 students studying construction skills with St Mungo's, ReVive and Bricks & Mortar projects.

Both projects provide homeless people with the opportunity to learn new skills to enhance their life chances. Learning a number of skills from several different disciplines e.g. Bridging, Painting & Carpentry.

ReVive is a social enterprise and students who have completed their Painting and Decorating programme, were given the chance to work on live contracts in a work based environment. ReVive competes on the open market against external contractors for refurbishment projects.

Cumden-based Bricks & Mortar is a projects training centre for wet trades, Health and Safety & employability. Most students have no previous experience but soon develop skills.



I learnt more about Health & safety than I expected. This workshop is going to really help me going forward.
Sonia, attendee at the Health and Safety Workshop

	EXCELLENT	GREAT	OTHER
What extent did this session meet your learning objectives?	11	6	2
How would you rate the knowledge of the presenter?	13	4	2
Do you feel that the session has assisted with your understanding of health and safety?	12	3	4

17/19

WOULD RECOMMEND A FRIEND TO TAKE PART IN A WATES HEALTH AND SAFETY WORKSHOP



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CASE STUDY

ST MUNGO'S BRICKS AND MORTAR SITE VISIT AUGUST 2017

In August 2017, the Abbey Area One Site team in Camden, hosted a cohort of 13 students from the St Mungo's Bricks and Mortar project with the opportunity to visit a live construction site.

Before going on site they attended a Health and Safety induction and on site they observed the work force. This gives them a chance to ask questions in a live working environment. Site visits are a great tool to support and enrich the students classroom learning.

The St Mungo's Bricks and Mortar project has been running successfully for 9 years and has had many successes with clients moving into to further education or employment.

This is an accredited course providing a recognised qualification. Individuals who are engaged with any of the St Mungo's projects across London and all projects within the London Borough of Camden are eligible to join.

The students who study at Bricks and Mortar have no previous experience but soon develop skills.



"I found the visit, beneficial, and I am more knowledgeable and aware now, of how a construction site functions. I learnt more than I expected. This has been great and will help me."
Phyllis, attendee at the Bricks and Mortar Site Visit



	EXCELLENT	GREAT	OTHER
What extend did this session meet your learning objective?	6	5	1
How would you rate the knowledge of the presenter?	10	2	0
Do you feel that the session has assisted with your understanding of construction?	9	3	0

* FIGURES BASED ON 12 RETURNED SURVEYS



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CASE STUDY



SEEING IS BELIEVING

LONDON, 21 SEPTEMBER 2017



As part of our nation-wide campaign to promote the benefits of social enterprises (SEs), on Thursday 21st September 2017, Wates and the national SE trading body, iSe, jointly hosted our second 'social enterprise tour', designed to raise awareness of the social and economic impact of the sector. Delegates from the county's public sector bodies were invited to take part in the 'Seeing is Believing' event, which commenced at ReVive, a social enterprise run by the St Mungo's Charity, gives homeless people, free training in painting and decorating. Providing work opportunities for the students, on completion of their studies. ReVive are a competitive business in the market place, raising aspirations and create opportunities for all involved.

A mix of local and regional businesses were welcomed to presentation from Wates and ReVive before travelling to Bounce Back at Brixton prison touring around a learning environmental SE specialising on training and employment of ex-offenders. Helping people re-engage with the community The group arrived at the, The Brigade toured the restaurant, and were presented to by beyond food, Tarem cleaning services and Royal British Legion Industries including Britain's Bravest Manufacturing Company.

The tour forms part of our commitment to support the social enterprise sector. This pledge saw us spend £2.13m with SEs in 2016 supporting our target to spend £20m with the sector by 2020.

"Wates & iSe organised a really fantastic day for us, it was fascinating to see the projects they are supporting and they are a clearly an organisation who takes social value seriously. Without a doubt they are walking the walk and living their values in supporting social enterprise."

JAMES WILLIAMS, HACT
HEAD OF SOCIAL IMPACT

"The Seeing is Believing tour is a really clever way of reminding people of the real life impacts of social enterprises and the valuable role they play in our society. No written case study could convey the positive impact of these organisations on an individual's life in the same way as a conversation with those people – the tour is an important reminder."

MANDY GADO, WESTMINSTER CITY COUNCIL
HEAD OF PROCUREMENT DEVELOPMENT

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END OF DEVELOPMENT CELEBRATION - APRIL 2019





Wates



Wates Residential

Wates House, Station Approach
Leatherhead, Surrey KT22 7SW

T: 01372 861000
www.wates.co.uk

FOR MORE INFORMATION CONTACT:

Michelle McSorley

Community Investment Manager
Wates Residential

M: 07712433278

