



Wates

WOLVERHAMPTON HOMES

Project Impact Report

April 2023 – March 2024



Reimagining places
for people to thrive.



Introduction



“

It has been a pleasure to work alongside Wolverhampton Homes on the Strategic Construction Partnership (SCP) and deliver a variety of planned works projects within the Wolverhampton area. Delivering quality planned maintenance works provides better living standards for our customers and this remains our top priority. I look forward to seeing what more we can accomplish in the next three years of our contract.

Stewart Reid

Regional Managing Director



“

“As we begin Year 12 of our contract with Wolverhampton Homes, our social value and community investment commitments remain at the forefront of everything we do. Our turnover has increased significantly over the last 12 months, and I’m delighted that our community investments have increased in line with this. This Project Impact Report reflects the support we provide, and I am extremely proud of the positive difference we make across the Wolverhampton area. Going forward, we will continue to explore new opportunities to ensure the areas that need it most will benefit from our commitments.”

Christian Lunn

Divisional Director



Achievements



Elementals works

The below elements were completed between April 2023 and March 2024:



89

Homes fitted with energy efficiency measures.



112

Pitch roofs installed.



397

Fire risk assessments completed.



1589

Flat entrance fire doors upgraded.



98

Kitchens and bathrooms replaced.



40

Fire alarm upgrades.



106

Flat roofs replaced to low-rise housing blocks.

“

We are a company with a single-minded commitment to delivering the highest quality for our customers while making a lasting difference to their communities. This report demonstrates how we are fulfilling the promises set out within our contract with Wolverhampton and supporting learning and employment opportunities across the areas in which we work.

Mark Hopkins

Operations Manager



Infrastructure & System Building Retrofit (SBRF)



“

During the financial year 2023-24, we mobilised a number of infrastructure projects which consisted of fire improvement and Social Housing Decarbonisation Fund (SHDF) works. The projects came with their challenges, but with hard work and effective collaboration the teams performed well.

Neil Stevenson

Operations Manager

These projects included:

366

Dwellings on the Merry Hill project – Fire risk assessment (FRA) and associated works.

120

Dwellings within Graislely Towers - FRA, kitchen and bathroom installs and associated electrical works.

SBRF

Net Zero carbon works to enhance the quality of life of residents and improve energy efficiency.

Completion of works

At Peter Bilson House.



Investing in skills and employment



10 Apprenticeship

Students employed on this project.

181 People

Benefited from employment on this project.

135 Subcontractors

Completed training with us.

7 People

Completed accredited training.

731 Students

Were supported by our educational activities and programmes on this project.

£461,726

Value of our investment into skills and employment.

£6,495,542

Themes, Outcomes and Measures (TOMs) social value delivered from skills and employment.



Ruben -

Black Country in Construction event

Senior Customer Liaison Officer Simon Osbourne attended the first Black Country in Construction event on 8 March 2023, organised by the Department for Work and Pensions (DWP) in partnership with Construction Industry Training Board (CITB) and hosted by the National Brownfield Institute. The event started with an employer round table for business-to-business discussion around recruitment concerns, upskilling, new recruits, and skills shortages. The event finished with an exhibitor's jobs event where we showcased our vacancies and the diverse range of roles, work placements and training that we offer.

Electrical apprentices

Ruben and Charlie joined our Wolverhampton project as electrical apprentices. They are both completing three-year apprenticeships in electrical engineering whilst working alongside our electrical supply chain Dodd Group.

“

Ruben is currently completing his first year and is doing very well, he is showing great signs of passion for his work. Charlie, currently in his second year, is gaining more confidence every day. He works well with his mentor and is really getting to grips with his modules. Charlie is looking forward to beginning his final year in September 2024.”

Dean Adcock

Branch Manager, Dodd Group

“

I strongly believe in the apprenticeship model that we have in place here on the Strategic Construction Partnership. We are giving young local people the opportunity to develop, progress and shine by actively encouraging personal development aligned with a clear academic route so that career goals and skill shortages can be met.”

Annette Horner

Divisional Customer Service Manager

Investing in education



St. Regis School visit

On 8 November 2023, our site team attended St. Regis School and spoke with children from Key Stage 2 and Key Stage 3 whose ages varied from 11-16 years old. Our team introduced the students to the construction industry and spoke about the opportunities available within the industry.



“

Over the last five years, my colleagues and I have attended all the secondary schools within Wolverhampton to showcase careers in the construction sector. One of the root causes of the lack of skilled workers is the dwindling numbers of young people entering the construction industry and an ageing workforce. With Wolverhampton having one of the highest unemployment rates in the country, we are helping to make a difference and actively encouraging the next generation to pursue a career within the construction sector.”

Simon Osbourne,
Senior Customer Liaison Officer

The next generation of skilled workers

Tommy joined our team at Wolverhampton on 7 September 2023. Studying his HNC, Tommy is already looking to the future and what impression he can make on the industry.

“

“It’s great to have young passionate people coming through the business. As a former trainee, I strongly believe the importance of the role we all play in nurturing the next generation of construction professionals.”

Sean Latham,
Project Surveyor



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“I am currently completing a HNC at college with other Wates Business Management Trainees whilst working on the Merry Hill High Rise Blocks project. The process with Early Careers was very intense, but worth it. Once I finish my HNC, I plan to go to Wolverhampton University to study quantity surveying.”

Tommy McGinn,
Business Management Trainee



Ormiston Secondary School careers fair

On 7 December 2023, Kim Belfield attended a careers fair at Ormiston Secondary School. On the day, Kim shared her knowledge from 18 years’ experience in the construction industry with the students. They were very engaged, asking many questions about the world of social housing and the work that we do.



“

“I found the day very interesting not only for me but from a student’s point of view; they all asked very good questions on how they could get into the industry looking at apprenticeships and further progression. It was a brilliant day.”

Kim Belfield,
Customer Liaison Officer



Investing in growth and responsible regional business

£13,690,230

Has been spent with SME businesses.

£2,664,134

Has been spent with micro businesses.

£22,116,120

Economic benefit has been generated for the local community.

£265,673

Has been spent with social enterprises.

38.71%

SME spend as a percentage of total contract value.

7.53%

Micro business spend as a percentage of total contract value.

£24,372,544

Our total investment (inc support hours) into growth and responsible regional business.

£16,640,931

TOMs social value delivered through investing in growth and responsible regional business on this project.

Meet the buyer

On 27 September 2023 we engaged with local supply chain in the surrounding areas of Wolverhampton, inclusive of small and medium enterprises (SMEs) and voluntary, community and social enterprises (VCSEs) to support growing the local economy in the Wolverhampton area. Held at The Grand Theatre, we joined leaders from Wolverhampton Homes and supply chain members to discuss how we can work together effectively and what is in the pipeline for the future.

“

“We have had a very busy past 12 months on the Wolverhampton SCP contract with substantial growth and change in types of works delivered. Works have been delivered to a high standard and this is down to good relationships and work ethic within teams and with supply chain. I look forward to the next 12-36 months of this contract.”

Sarah Vanes,
Commercial Manager



Investing in healthier, safer and more resilient communities



Wolverhampton Pride

On Saturday 10 June 2023, our teams walked side by side with colleagues from Wolverhampton Homes and just a few of the city's LGBTQ+ residents in the Wolves Pride parade. Demonstrating that as a business we embrace diversity and inclusion, our team carried flags with fellow attendees. We also had a stand and engaged with all Wolverhampton residents that came to visit.



“

“This was such an enjoyable day spent with lovely people. I thoroughly enjoyed attending and seeing the streets of Wolverhampton full of colour.”

Annette Horner,
Divisional Customer
Service Manager

1206

People from the community engaged in activities.

589

Hours invested into volunteering in and supporting the community.

£42,365

Our total investment into local charities / community causes (inc time and donations)

£3,680

TOMs social value delivered through investing in healthier, safer, and more resilient communities on this project.

Community and Conservation Week 2023

In aid of Community and Conservation Week 2023, our team worked with Hurst Hill Primary School on a bio-diversity project to measure how many different forms of life exist within our ecosystem. We helped to clean out and reinstate a pond that had been discarded and used this as the experimental ecosystem.

“

“This was a bigger job than we envisioned however it was a pleasure to complete. We really enjoyed this project and know the children will benefit from this.”

Sam Mason,
Customer Liaison Officer



Wates Family Enterprise Trust – 500 for 100



In 2023, our Wolverhampton teams secured four successful charity nominations for the Wates Family Enterprise Trust's (WFET) '500 for 100' scheme. The scheme sees the WFET donate £500 to 100 charities up and down the country.



The Staffordshire Regiment Association

(Wolverhampton)

The Staffordshire Regiment Association will use the £500 from WFET towards supporting veterans with mobility aids and mobility scooters, welfare support including support with funeral arrangements, Christmas hampers for the most vulnerable and personal visits to support veterans who are unwell or receiving hospital treatment.



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“The Staffordshire Regiment Association is an amazing charity. We were lucky enough to attend during the announcement of the donation and it was so special to see the smiles on everyone’s faces.”

Annette Horner,

Divisional Customer Service Manager

The Crafty Gardener

(Whitmore Reans and Warstones)

Nominated by Senior Customer Liaison Officer Simon Osbourne, The Crafty Gardener, a community interest charity, secured £500 from the WFET. The charity provides day services for adults who have learning disabilities, including therapeutic work, skill development opportunities, projects and small group activities. A range of activities run from their base in Whitmore Reans and from an allotment site in Warstones.

“

“The Crafty Gardener started in 2016 when they recognised a need to develop a genuine person-centred community in which people with learning disabilities could grow and flourish. It was a pleasure to meet the team and the many users of the facilities during my application for the 100 for 500 funding process. The funding has helped to enhance the user experience at the sites.”

Simon Osbourne,

Senior Customer Liaison Officer



The 3rd Wednesfield Scout Group

(The Big Venture Centre, Scotland's Wolverhampton)

Customer Liaison Officer Derri Drew nominated the 3rd Wednesfield Scout Group to receive £500 from the WFET. The scout group has some big plans to open a new provision for four-to-six-year-olds, labelled Squirrels. Our support will allow the group to offer free places for young people to begin their journey in scouting.

“

“It was such a pleasure to be able to support the scouts and the Squirrel group. Being able to start up a new provision for younger children in the local area is such a great feeling. It was lovely to meet the group and seeing how excited and grateful they are.”

Derri Drew,
Customer Liaison Officer



Hub for Grub

(St Martin's Church Community Centre, Bradley)

Customer Liaison Officer Samantha Mason nominated Hub for Grub, a social enterprise trying to reduce food waste, for the WFET '500 for 100' scheme. By saving wonky produce from landfill, Hub for Grub can cook and serve beautiful meals for the most vulnerable in the community.

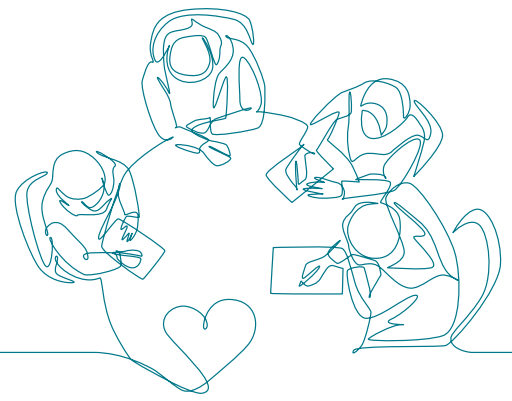
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“A very worthy group, helping some of the most vulnerable people in the local community and ensuring healthy meals are provided. I am so pleased that they received the £500.”

Samantha Mason,
Customer Liaison Officer



Investing in the community and charities



Prostate cancer awareness month

On 15 March 2024, our team hosted a coffee morning at Wolverhampton's Shaw Road office to help raise money for prostate cancer awareness. We were joined by our supply chain partners and Wolverhampton Homes colleagues, collaboratively raising a massive £334. This was then match funded by the Wates Family Enterprise Trust to the full amount of £668, an incredible figure raised in just three hours.



“

I am overwhelmed by everyone's support and how much we managed to raise in just one morning. We found that many of us in the room had been affected by prostate cancer in one way or another, so it was lovely to come together and raise money for the charity as a team.”

Annette Horner,
Divisional Customer
Service Manager



The Well Food Bank

In December 2023, our roofing division grouped together to support The Well Food Bank with donations so that those suffering from financial difficulties didn't go without. It is estimated that a total weight of 355kg of food was donated, enabling the charity to deliver to over 4,276 households within the Wolverhampton area.



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“We were delighted to support The Well alongside our supply chain partners. 355kg is a fantastic amount; we are proud to have achieved this while spreading a small amount of Christmas cheer.”

Kim Belfield,
Customer Liaison Officer

Wates walking the wall



In May 2023, Commercial Manager Daniel Ford, Project Manager Andy Taylor, and Senior Customer Liaison Officer Simon Osbourne walked the length of Hadrian's Wall in order to raise funds for The Kingswood Trust, a charity that aims to help families connect with nature and enjoy learning outdoors, supporting health and wellbeing.

The gruelling 86-mile walk began at Wallsend on the River Tyne in the east and ended at Bowness-on-Solway in the west. It took the three just four and a half days to complete the walk. The team raised over £5000 for The Kingswood Trust which will pay towards a variety of outdoor activities including nature trails, den building, pond dipping, meeting pets and woodland crafts, all led by experienced staff.

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“A fantastic achievement, this provides much needed funds for a local charity who provide support for many disadvantaged children from the local and surrounding areas of Wolverhampton.”

Daniel Ford,
Commercial Manager

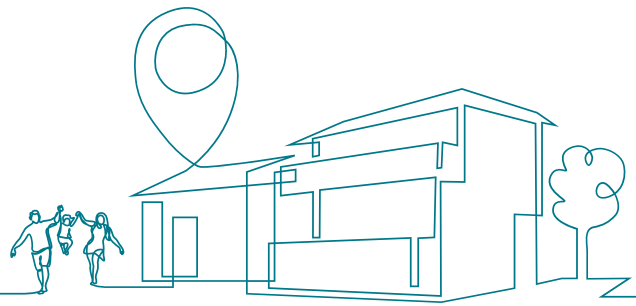


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“The efforts of the Wates team have meant that we can offer families free places on our Access2Nature project. These much needed funds remove all barriers to families getting to the outdoors and back to grass roots nature. The programme provides free transport, activities, and a healthy meal. We are massively grateful to the Wates team for what they have done.”

Rachel Wells,
The Kingswood Trust

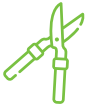
Mount Pleasant estate



The residents of Mount Pleasant estate saw the following works carried out to their green space:



Replacement of damaged soil stack pipes and improved paving areas.



Pruning trees and shrubs to keep them smaller than they would naturally grow.



Landscaping works to the communal garden area.



Jet washing of all paving slabs.



New bin stores at either side of the communal area.



New washing lines.



Raised paved edging along the tree line areas.



Laying a geo-textile membrane with weed suppressant, we will then be using bark and wood.



Painting of the complete fence at the rear.

Overall social value highlights



£24,879,110

Value of our investment into skills and employment.

£23,143,042

Total TOMs social value generated through this project.

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“We are always engaging with our local community to ensure the impact of our activity benefits those who need it most. This activity has been generated and delivered by all those engaged in the delivery of the Strategic Construction Partnership. I am immensely proud of the initiatives we have undertaken during the last financial year in collaboration with Wolverhampton Homes and look forward to the remaining three years of our 15-year partnership.”

Daniel Ford,
Commercial Manager



Focus on 2025

As a committed, long-term partner to Wolverhampton Homes, we share your pride, ambitions and objectives for the city. Drawing from your Business Plan 2024-2025, we have embedded the city's priorities into our social value delivery. This will provide clear direction to our activities, ensuring that we are reinforcing Wolverhampton Homes' efforts and maximising benefits to local people.



**For more information,
please contact the social value team:**

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