



Social values under PPC2000

Phoenix Community Housing working in partnership with Mulalley for a better community

As partnering has developed, PPC2000 has helped bring about a cultural change in the construction industry and with that change, come challenges to deal with, and new ideas to embrace.

Implementing Social Values into regeneration contracts is both a new idea and a challenge because “Social value” is a new way of thinking about how scarce resources are allocated and used.

It involves looking beyond the price of each individual contract and looking at what is the collective benefit to a community when a contract is awarded and asks the question: ‘If £1 is spent on the delivery of services, can that same £1 be used, to also produce a wider benefit to the community?’

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Background

Mulalley is a family owned and managed company that operates with strong family values and who have carried out refurbishment and regeneration works to an estimated ¾ million homes and properties throughout London and the South-East over more than 40 years.

As a Founder and Associate Member of the Considerate Constructor Scheme, and the winner of the Gold Award for the Most Considerate Housing R&M Contractor, Social Value has always been at the heart of the business.

Way before the Social Value Act came into being in 2012, Mulalley were active in giving something back to the communities they were working in.

Even as far back as 1995, they were looking not just at the price of a contract but at what they might do to benefit a community where they were working. The introduction of PPC 2000 made this a whole lot easier.

On the Phoenix Community Housing Contract they have been actively partnering in this way for over 7 years. However with the rise of Social Value, there are practical obstacles to producing an assessment of the social value of a project and can present a lot of technical challenges. One of these is the issue of additionality. This is all about the marginal difference a project makes, and what value it adds. Easy to say, but hard to measure.

Phoenix and Mulalley

Phoenix Community Housing is a progressive, modern and forward looking, not-for-profit and resident-led Housing Association based in Lewisham.

They were the first London Housing Association to embrace the **Community Gateway** approach, empowering residents to take a pivotal role in the decision-making process of their homes and communities and an approach that aligns very closely with PPC2000's ethos of 'working together'.

Phoenix Community Housing has been successfully working in partnership with Mulalley for the last 7 years. The first four years saw a successful kitchen and bathroom programme, with very high levels of resident satisfaction leading to the current 4 year programme (now in year 3) dealing with the external improvements to properties and estates.

Keeping promises

The nature of this contract is **not just about** keeping costs to a minimum or maximising the profit, it's been about building relationships with the residents, delivering what is wanted and needed and nurturing a sustainable relationship between client and contractor for the mutual benefit of the partnership but most importantly the residents, in whose homes and communities where work is carried out. **In essence it's been about 'Keeping promises'.**



The key to success

In the spirit of PPC 2000, clause 2.3, Phoenix and Mulalley, from the very start, set out to nurture and cultivate a very different mind-set in the approach to carrying out this type of work. The key to the success has been entering into an early partnering agreement. This enabled Phoenix to use Mulalley's expertise and for Mulalley to draw on Phoenix's experience. This Contract for both Phoenix and Mulalley was to be a partnership and not an alliance.

Project Brief

A Project Brief set out from the very start what the approach to management of this type of work would be and has also been essential to the success to date.

Core and Strategic Groups

Operational and Strategic Core Groups are led by Phoenix and attended by Mulalley and residents.

The **Operational Core Group** meets monthly and is central to ensuring that there is a free and open exchange of information between Mulalley, residents and Phoenix.

The meeting's purpose is to:

- Review and stimulate progress of the contract
- [Act as a forum for consensus decision making](#)
- [Review KPI's and the Promises Matrix against targets](#)
- Consider health, safety and safeguarding issues
- Review all financial aspects relating to the works
- Provide a means of dispute resolution
- Review of all change instructions/proposals
- Risks are properly considered
- [Ensure there is resident engagement](#)

A **Strategic Core Group** meets quarterly to review the overall programme delivery, develops innovation and ensures that objectives set out in the Partnering Contract are being achieved.

Social Values and promises

At the very heart of this Social Value success storey has been the 'PROMISES MATRIX' (Annex A).

First developed on the Phoenix Contract 7 years ago it has been rolled out onto all of Mulalley's major works contracts. The Promises Matrix simply ensures that the partners are always working towards achieving the best possible value for the Community.

Using the SMART approach it records performance against agreed targets and doesn't allow failure in delivering promises.

Sounds too good to be true...

Often proposals for added value contracts and schemes described at tender stage sound promising but all too often fall by the wayside as they are forgotten about over the duration of the contract.

How we succeeded

In the spirit of PPC 2000's clause 4.1 and 4.2, Mulalley actively and enthusiastically embraced the opportunity to deliver added value and in many varied ways.

At the start of this current contract, as they did on the previous, Phoenix and Mulalley clearly defined each other's expectations which resulted in 42 Social Value initiatives which they would both strive to achieve. It was decided that the matrix would not be a 'tick all the boxes to pass' exercise and recognised that some of these might not be achieved but through the 'weighting' system of the matrix, the resultant score would reflect the true benefit to the Community.

How it works

Against each initiative they agreed and established impact ratings (1-5) for:

- Legacy – What they would leave behind (A)
- Resident Impact – How much the residents would benefit (B)
- Client Impact – How much the Client would benefit (C)

The product of these (A x B x C) gave a KPI total which was then factored by a suitable and appropriate weighting (1 to 10) agreed by both Phoenix and Mulalley and the frequency which gave an overall available target to aim for.

Promises Matrix				Score out of 5		21044		26508	
Initiative Category	Impact			KPI Total (AxBxC)	Partnership Weighting 1-10	Sub-Total (KPI x Weighting)	Target Frequency / year	Available Total Target	
	(A) Legacy	(B) Resident Impact	(C) Client Impact						
Resident & Local Employment									
Apprenticeships: (resulting in work placements)				0		0		0	
o Local	4	4	5	80	8	640	4	2560	
o Non Local (more than 10 mile radius)	3	3	3	27	6	162	0	0	
o PCH Resident (or a PCH postcode)	5	5	5	125	10	1250	0	0	
Employed into work: (assume improved position or more sustainable)									
o Local	3	3	3	27	4	108	1	108	
o Non Local	3	1	3	9	4	36	0	0	
o PCH Resident (or a PCH postcode)	3	3	3	27	4	108	0	0	

Measuring performance

On this Contract, measuring Social Value performance has been simple using the PROMISES MATRIX.

As achievement is time related, for the period 2009-2014, they have been able to show and compare their performance year-on-year, and it is evident that even though some of the objectives were not realised, the overall average target has been exceeded and taken individually, exceeded significantly.

Rather than waste words, included in the annexes following, are the results in graphical form showing the impact over the last 7 years and supported this with evidence which is publically available on Mulalley's website.

Resident & Local Employment is currently at	301%
Education and Training is currently at	60.3%
Community Investment is currently at	103%
Resident Involvement is currently at	92%
The mean score for 2013/14 is currently at	163%

Considerate Constructors Scheme

At their last visit 24th September 2014, the Considerate Constructor Monitor, scored the Phoenix contract at an **Exceptional** *9 out of a possible 10 for Respect the Community, saying in their report:

“Numerous community events have been supported with support also given to local churches and school. The Pocket Park developed with client is undoubtedly a significant and lasting contribution to the local community”. These included at the time of the visit:

- *Local community events with coffee mornings & Christmas party.*
- *Client Office opening event with stand prizes & raffle, donated market barrows to client’s office.*
- *Safe Sammy involved with Child Safety Week. Client Festival and museum with Market trailers refurbishment project undertaken by apprentices.*
- *Carole singing in four churches and donating Christmas tree to Bellingham Community.*
- *Each residential block is given some additional works with painted railings signage upgrade bin & pram stores. Raise money for McMillan with ‘tuck shop’ & coffee mornings.*
- *Ran a residents’ competition, the winner had a room decorated by site apprentices.*
- *Supported Phoenix festival with climbing wall & goody bags & tablet as competition prize.*
- *Working with client have created a public ‘pocket park’ by the river, with access for EA maintenance, local school involved in planting.*

A copy of the report is included in Annex C – Community Investment.

*CCS states **EXCEPTIONAL** as:

“The site is at the forefront of industry best practice demonstrating the very highest level of achievement far above the minimum standards required by the Scheme Code ...”

Has the Partnership benefited?

However for some of these initiatives there is no way to physically measure success other than to ask the people that matter...

- **ABC Day Nursery proprietor Suzie Lovelock** said: ‘Thank you so much for bringing Safe Sammy to the nursery. The children were delighted and are still talking about the visit.’

- About shortlisting for the Dragon Awards... **Jim Ripley, Chief Executive, Phoenix Community Housing**, added, 'This is a wonderful endorsement of the Scheme. We are very proud of our apprentices and the contribution they play in supporting the local community.'
- **Mary Bennell, Director of Asset Management, Phoenix Community Housing**, said 'We have come a long way in meeting our promises to our residents but there are still challenges ahead. 'We have great strength in our partnership with Mulalley and will work closely with them and our residents to ensure that we continue to improve their homes'.
- **Phoenix Chief Executive Jim Ripley** said: "It was really good to see how well our apprentices are doing. They are a great bunch and have done outstanding work for Phoenix. The best part of the morning was meeting two tenants who had had internal redecorations done by our apprentices. They were both delighted with the quality of work and the attitude of them all. "I am optimistic that all of the youngsters have a bright future and are excellent role models for school leavers."
- **Phoenix resident Mrs Kirby** said: "I am extremely pleased with the works that Mulalley and their apprentices have done in my home, everything was finished to such a high standard. All the apprentices were very friendly, professional and didn't leave any mess at all!"
- **Councillor Alan Smith, Deputy Mayor of Lewisham** said: "Thank you to everyone for coming along and to Reverend Singh for inviting me, it was a delight to switch on the Bellingham Green Christmas Tree lights." Organiser of the event and Chair Churches Together in Bellingham.
- **Reverend of Christ Church Reverend Raymond Singh** said: "We had a fantastic crowd for the evening and it was lovely to see so many families come and join us. "This event would not be possible without the help and support of Mulalley. All of our performers were fantastic and it was great to see familiar faces.
- **Phoenix Apprentice Joanna** said "It was a great experience working in a different country with other apprentices from different backgrounds and has given me a great deal of confidence in my ability to work within a team". (Student Exchange)
- **Rita Dennard, who attended the festival with her grandson Harry 11** said: "It's been fantastic. I love all the stalls but the best thing is meeting all the other residents. Harry enjoyed the day – it's a great day out for children young and old."

At what cost?

Mulalley had made a significant contribution to promoting Social Value on this successful PPC 2000 contract, contributing just over 12% of their profit margin to the initiatives each year. A sign of their commitment

And finally

Mulalley strongly believe that the following Annexes should amply demonstrate the feelings that the residents of the Phoenix Community, the Client Phoenix Community Housing and those that who have benefited from the initiatives undertaken over the last 7 years.

[A final note. The last page in this submission says it all!!!! - Peter Pan Park](#)

Annex A – Promises Matrix 2013

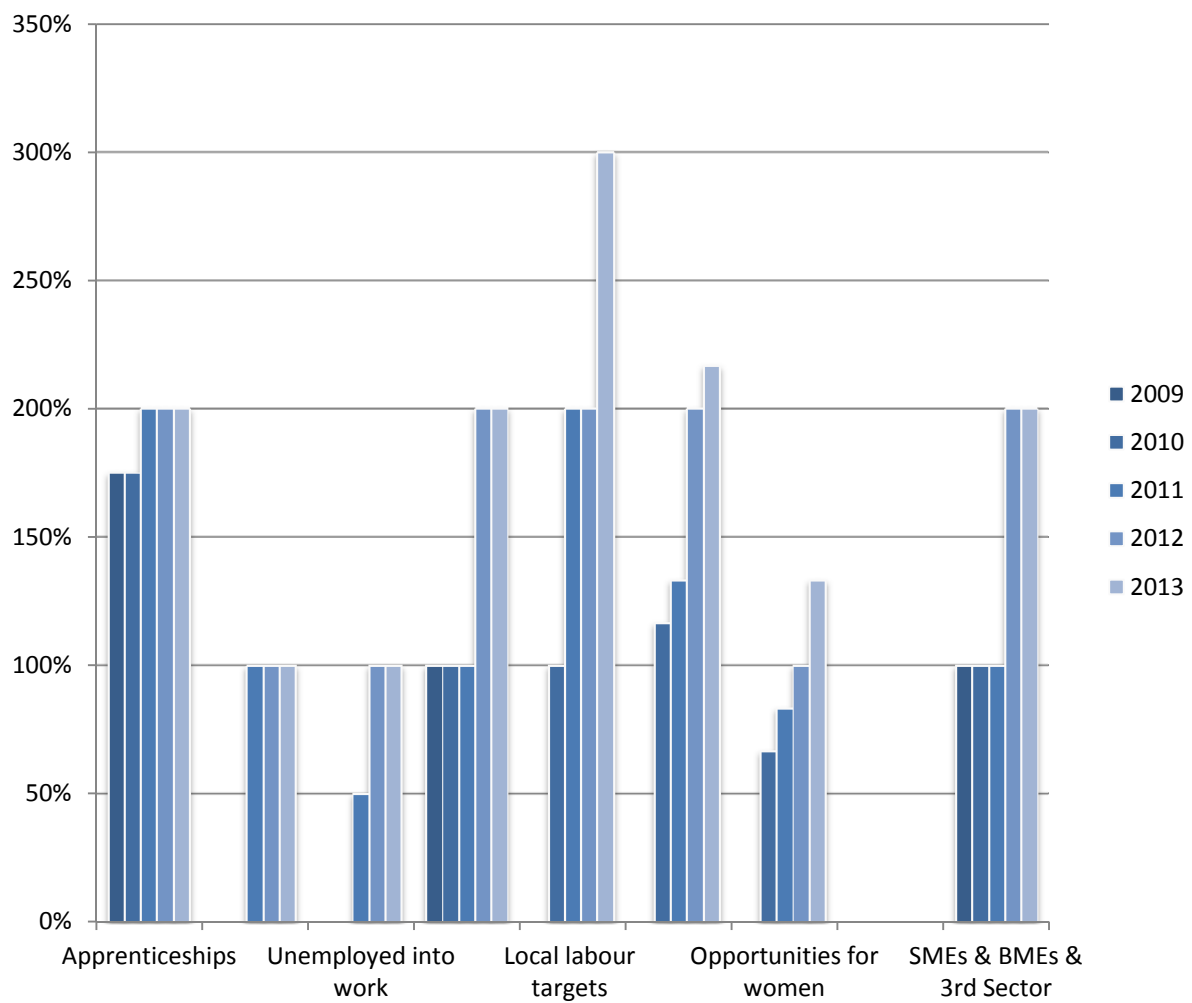
PROMISES MATRIX 2013

										24470			27768			45194			162.8%		
Score out of 5																					
Impact																					
Initiative Category	(A) Legacy	(B) Resident Impact	(C) Client Impact	KPI Total (AxBxC)	Partnership Weighting 1-10	Sub -Total (KPI x Weighting)	Target Frequency/ year	Available Total Target		Frequency Achieved	Score Achieved	% of Score Achieved									
Resident & Local Employment																					
Apprenticeships	12	12	13	232	24	2052	4	2560		8	16416	200.0%									
Employed into work	9	7	9	63	12	252	1	108		2	504	200.0%									
Unemployed into work	12	12	12	216	27	2042	2	1152		2	4084	100.0%									
Use local supply chains	4	4	4	64	7	448	1	448		2	896	200.0%									
Local labour targets	5	5	5	125	10	1250	1	1250		2	2500	200.0%									
Wired for Success	4	4	4	64	8	512	6	3072		8	4096	133.3%									
Opportunities for women	3	3	3	27	6	162	6	972		5	810	83.3%									
Social Enterprises	4	1	4	16	6	96	0	0			0										
SMEs & BMEs & 3rd Sector	4	4	4	64	7	448	1	448		2	896	200.0%									
				871		7262		10010		31	30202	301.7%									
Education & Training																					
Local Training courses	4	5	3	60	8	480	1	480		2	960	200.0%									
Support of local Schools:	15	11	13	104	27	2808	10	1164		12	1608	138.1%									
Construction Ambassadors Initiative	3	3	3	27	6	162	1	162			0										
DIY Workshops	4	5	5	100	9	900	1	900			0										
CV Writing	4	4	4	64	8	512	4	2048		1	512	25.0%									
Interview Skills	4	4	4	64	8	512	4	2048		2	1024	50.0%									
				419		5374		6802		17	4104	60.3%									
Community Investment																					
Sponsor, attend & participate	3	5	5	75	8	600	2	1200		9	5400	450.0%									
Attend & Participate	3	4	4	48	7	336	1	336		6	2016	600.0%									
All staff at least 1 day / year community projects	5	4	4	80	8	640	1	640			0	0.0%									
Obtaining external funding	2	2	2	8	4	32	0	0			0	300.0%									
Undertaking an annual community project	24	24	24	564	44	5012	4	3762			0	0.0%									
Resident website for programme info	2	2	2	8	4	32	1	32		1	32	100.0%									
Construction of community facilities	5	5	5	125	10	1250	0	0			0										
Refurbish Community Facilities	5	5	5	125	10	1250	1	1250			0										
o	5	5	5	125	10	1250		0			0										
				1158		10402		7220		16	7448	103.2%									
Resident Involvement																					
Local Area Panels attendance	4	4	4	64	8	512	4	2048		4	2048	100.0%									
Resident Champions	3	3	4	36	6	216	1	216		2	432	200.0%									
Use Residents as Mystery Shoppers	4	4	4	64	7	448	1	448		1	448	100.0%									
Provide prize draws for access	2	4	4	32	8	256	4	1024		2	512	50.0%									
				196		1432		3736		9	3440	92.1%									
Record of events attended																					
Phoenix Festival 12/05/2012																					
Bellingham Festival 30/06/2012																					
PCH Summer Fun Day , Chingley Close, 10/08/2012																					
PCH Summer Fun Day, Bellingham Green, 24/08/2012																					
Health & Safety talk at ABC nursery 24/08/2012																					
N. Downham Jobs Fair, 19/09/2012																					
Millcroft House drop in session																					
Safari event attend, sponsor and participate																					
Langthorne estate drop in session and coffee morning																					
Playgreen way drop in session and coffee morning																					
Lease Holder Evening for River park Gardens																					
Meet the contractor evening event for Langthorne																					
Meet the contractor evening event for Forster House																					
Meet the contractor evening event for Berkshire House																					
Tenants Gathering, attend, sponsor and participate																					
AGM event attend, sponsor and participate																					

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Annex B – Resident and Local Employment

Resident & Local Employment



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Phoenix Apprentices

Mulalley, in partnership with Phoenix Community Housing, Lewisham Council and Lewisham College, have taken under their wing five apprentice painter and decorators on our decent homes contract in Lewisham.



The apprentices attend Lewisham College one day a week, whilst gaining invaluable experience and supervised training on site.

To highlight the success of this unique scheme five apprentices gave a guided tour of the college with their tutor to show what skills they have learnt there.

Donning overalls to join the apprentices on site to paint railings at Beckenham Hill Estate, Lewisham's Deputy Mayor, Heidi Alexander stated "Having been involved with sorting out some of the funding for the Phoenix apprenticeship scheme, it was a real pleasure to see the project in action. There is no shortage of jobs that need to be done on our housing estates and certainly no shortage of youngsters who want to learn new skills and get work experience. It's great to be able to kill two birds with one stone!"

Tom Oliver-Adkins was delighted when he heard he'd been successful in his application to become an apprentice with Mulalley. He said: "I've absolutely loved it so far. I look forward to going to work."

Michelle Belton added: "I was on a bus with my friends when I got the news. I think I screamed. I was overjoyed. We're really lucky, in this climate, to have got these apprenticeships."

Mulalley is currently undertaking Decent Homes upgrades to over 6000 homes over a 5 year period totalling £40 million in South Lewisham.

"I had learning difficulties when I was younger, so I thought I'd struggle when I came to College. But I've come a long way in the past few years, and now I've got this apprenticeship. I'm very proud of myself"

Tom Oliver-Adkins
Apprentice



Phoenix apprentices celebrate first birthday of the scheme



Five young apprentices taken on by Mulalley, Phoenix Community Housing and Lewisham Council are celebrating the successful completion of the first year of their scheme.

The five young people were picked from numerous candidates who applied for the opportunity in 2010. The scheme was set up to provide a legacy in the local community in an 'earn and learn' scheme, as a result of Decent Homes work being carried out by Mulalley in the area.

Bradley Lamprey, 18 was put forward for the scheme by his college tutor. He was completing a Diploma 1 in painting and decorating at Lewisham College and now he is in the scheme, he is working towards achieving an NVQ in Painting and Decorating.

He said: 'I'm really enjoying the apprenticeship. I was nervous at the start, especially at the interview, but I am pleased I was selected. My mum and dad are both very proud of me.'

'I go to college one day a week and the other days we have been doing things like wallpapering and we recently painted a community centre. We have been working on occupied properties, which means we are dealing with people now as well as carrying out the practical work.'

Heidi Alexander, MP for Lewisham East said: 'It was great to meet up with the apprentices again and to see that they are still enjoying their apprenticeships and getting a huge amount out of the scheme. They've made a huge difference to the parts of Downham and Catford where they have been working and they have really done themselves proud.'

'I've always thought that apprenticeships offer a great route into employment for many people. Not only do they enable people to develop skills but they can also open your eyes to other opportunities that exist in the world of work. My dad started his career as an apprentice and it certainly didn't do him any harm!'

Mulalley Director Bruce Benson said: 'The apprentices have done extremely well. They have all worked hard in successfully completing their first year and we would like to congratulate them on their efforts.'

'They are a great team and we have seen their confidence, skills and knowledge build up over this time. It is particularly encouraging to see that we have two female apprentices, and recognise that women are getting opportunities in the industry too.'

Jim Ripley, Chief Executive, Phoenix Community Housing Association, added: "This is testament to what can be achieved with good partnership working. Our apprentices have helped to improve the local area which adds greatly to the civic pride of us all. Well done and happy birthday!"



Phoenix and Mulalley launch second round of pioneering apprentice scheme

Phoenix Community Housing, Lewisham Council, Lewisham College and Mulalley, welcome four new apprentices on a unique scheme to provide training and real job experience over two years.

The painting and decorating apprentices are working on the 'Decent Homes Project' with Phoenix, helping with improvements on our 6,500-home estate.

A special lunch was held at Phoenix's headquarters in Bromley to welcome the trainees: Kurtis Smith, 19; Fahren Clifton, 20; Lee Treen, 17; James Botting, 17.

Apprentice Fahren was delighted when he heard he had been successful in his application. He said: "I was really pleased to be offered the position. I had applied for about 60 jobs and not had any luck, so without this apprenticeship I would have been unemployed and wouldn't have had much of a future.

'I want to make the most of this opportunity and hope to get permanent full time employment at the end of it.'

The apprenticeship combines college attendance one

day a week with practical experience to help them when seeking employment in the future.

Jim Ripley, Chief Executive, Phoenix Community Housing, said: "We had a successful introductory year – the initial apprentices gave great feedback and can be supportive mentors to the new group.

"Good apprenticeships are worth their weight in gold and it's very rewarding to continue making these opportunities available and to play our part in supporting the local community and economy".

Mulalley Director Bruce Benson, added "We are pleased to continue the Apprenticeship Scheme and our working partnership with Phoenix Community Housing.

"Our first group of apprentices all completed their qualifications and we have been able to offer them full time employment with Mulalley. The new group of young people all seem very positive and keen and I'm sure will continue the success of the scheme."





Phoenix Chief Exec sees the fruits of Apprentice labour

Mulalley Apprentices on a scheme in Lewisham gave Phoenix Community Housing Chief Executive, Jim Ripley a whistle-stop tour of places they have been painting and decorating as part of their 'earn and learn' training.

The young apprentices are on a two year scheme sponsored by Mulalley and Phoenix, which forms part of a £60 million eight-year partnership between the two organisations to carry out Decent Homes works and external improvement works to street properties and blocks throughout the Phoenix estates.

The tour was a chance for the Chief Executive to catch up with the youngsters and see their progress. They have been carrying out work in the community including painting and decorating resident's homes and repainting Meadows Community Centre, which is owned by Phoenix Community Housing.

Phoenix Chief Executive Jim Ripley said: "It was really good to see how well our apprentices are doing. They are a great bunch and have done outstanding work

for Phoenix. The best part of the morning was meeting two tenants who had had internal redecorations done by our apprentices. They were both delighted with the quality of work and the attitude of them all.

"I am optimistic that all of the youngsters have a bright future and are excellent role models for school leavers."

Mulalley Director Bruce Benson said: "It is great to hear such positive feedback from the residents and Jim Ripley. They have done extremely well and have nearly completed their course.

"We are now looking to recruit and welcome a new group of apprentices to continue the success of the scheme."

Phoenix resident Mrs Kirby said: "I am extremely pleased with the works that Mulalley and their apprentices have done in my home, everything was finished to such a high standard. All the apprentices were very friendly, professional and didn't leave any mess at all!"



Mulalley join Phoenix at North Downham Jobs Fair



Mulalley joined Phoenix and local services including Lewisham College at a jobs fair recently held at Goldsmith Community Centre.

Mulalley staff, including a current apprentice, were on hand to talk to young residents to offer employment advice. They were also looking to recruit four new painting and decorating apprentices to join their successful apprenticeship scheme and candidates for other job opportunities within Mulalley.

Mulalley Director Bruce Benson said : 'We were pleased to take part in this event and to continue our commitment to training and local employment. '

'Over 30 people registered with us on the day and we look forward to starting the recruitment process in partnership with Phoenix Community Housing Trust.'



Mulalley and Phoenix apprentice success continues for third year

Mulalley, Phoenix Community Housing, Lewisham Council and Lewisham College welcomed four new apprentices onto their unique apprenticeship training scheme recently.

A special lunch was held at Phoenix's headquarters in Bromley to welcome the new Apprentice Painter and Decorator's; Mickey Byrne 19; Joanna Robinson 18; Savannah Sheppard 18; Gearrie West – Cohen 18.

The apprentices are working on the Decent Homes Programme that Mulalley are delivering for Phoenix helping to improve over 6,500 residents' homes.

The scheme combines college attendance once a week, along with practical work experience within a site environment.

Mulalley Director Bruce Benson said: 'Our scheme has proved to be a huge success and we are pleased to be continuing our working partnership with Phoenix Community Housing.

'It is particularly encouraging to see that we have two female apprentices and that we are able to offer opportunities in our industry which is under-represented by women.'

Jim Ripley, chief Executive of Phoenix Community Housing, added: 'We've come a long way since the scheme's launch three years ago and this is in large part due to great feedback from the initial apprentices who have also been supportive mentors to each new group.

'We're delighted to continue the scheme with Mulalley and play our part in contributing to our local area. Our overall aim is always to help achieve a productive and vibrant community by supporting people into long term employment so that we create a place where people choose to live.

'It was a pleasure to meet the new apprentices and we look forward to building on the success of the scheme'.



Ich bin ein Berliner!

Mulalley apprentice Joanna Robinson recently went on a two week student exchange to Knobelsdorff-Schule, a Berlin based construction college. Joanna, who works on the Decent Homes Programme that Mulalley are delivering for Phoenix Community Housing, is studying a Level 2 Apprenticeship in Painting and Decorating at LeSoCo. Joanna was given the opportunity to work in Berlin after being recommended by her tutors.

The student exchange, which is funded by the British Council has been running for 18 years and offers participants a once in a lifetime opportunity to practice their skills in another country. Joanna travelled to Berlin on 15th June with nine other apprentices as well as two tutors. Working as a team, they prepared and decorated three rooms at the college, a classroom, a staff room and a counselling room. Joanna also had time to explore Berlin, visiting the Zoological Gardens and taking a poignant tour of the Sachsenhausen concentration camp.

As well as the reward of a job well done, Joanna and the other apprentices received certificates from the college who said that they were very impressed with the quality of the workmanship and the professional way in which they conducted themselves throughout the trip.

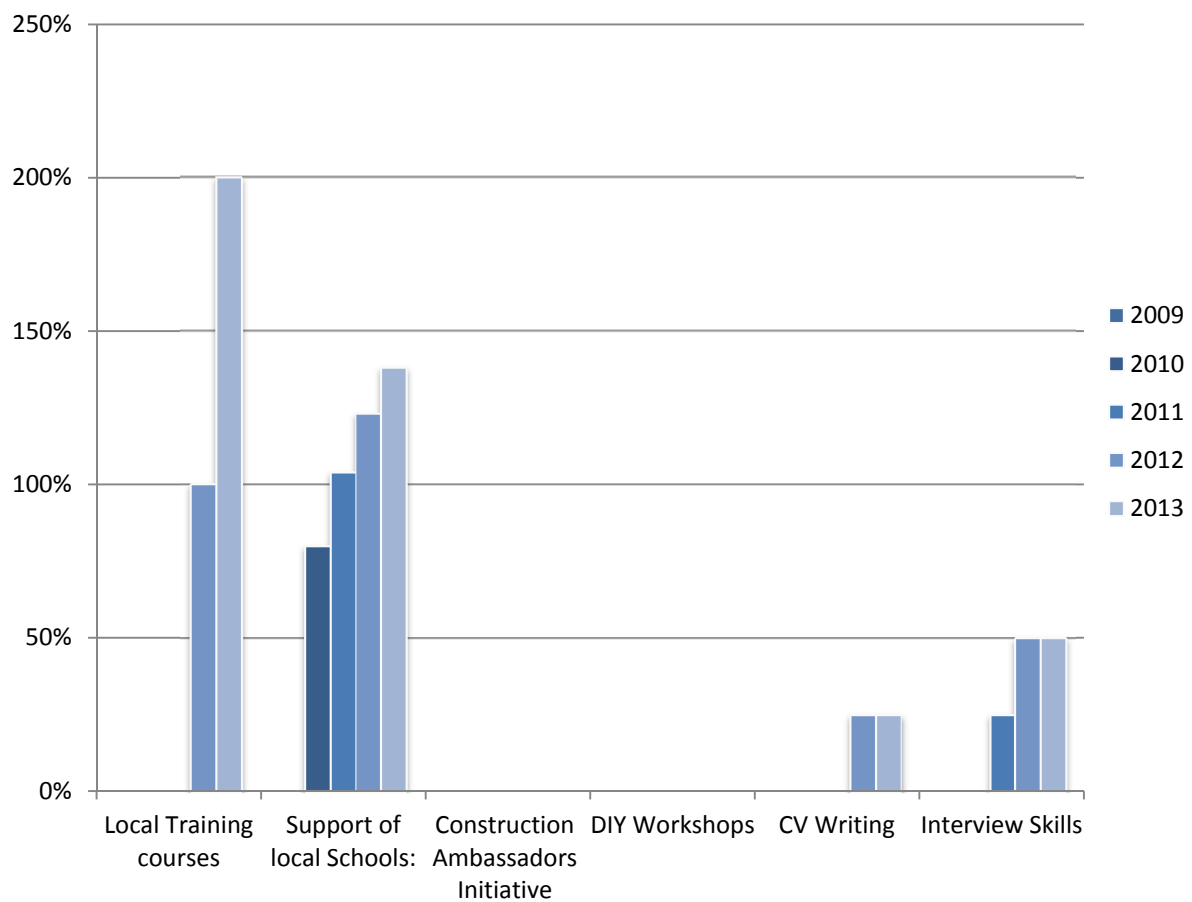
Joanna said "It was a great experience working in a different country with other apprentices from different backgrounds and has given me a great deal of confidence in my ability to work within a team".

Mulalley Operations Director Bruce Benson said "We were delighted that Joanna was chosen to take part in this student exchange which has given her valuable work experience."



Annex C – Education and Training

Education & Training



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Safe Sammy surprises Lewisham children



Staff and children from Bellingham Community Nursery were treated to a surprise visit from Mulalley mascot Safe Sammy who came armed with gifts.

Safe Sammy handed out presents to the children including Mulalley water bottles, teddy bears, activity colouring books and colouring pencils.

Mulalley are carrying out £35 million decent homes work in the borough for Phoenix Community Housing Trust. The Essex based contractor are also building a new value development of one and two bedroom apartments on the Bromley Road in partnership with Amicus Horizon.

Mulalley Director Bruce Benson said: 'Safe Sammy proved to be very popular with the staff and children at Bellingham Community Nursery and we were pleased to have made a difference to their day by handing out gifts.

'We are carrying out lots of work in this area and it is great to do something like this and invest in the community.'

Pat Fordham MBE, Chair of the Phoenix Board said: 'The children at the nursery were thrilled with the visit from Safe Sammy from Mulalley.

'It is good to see Mulalley putting something back into the community when they are doing so much work in the area. The gifts were a lovely surprise for the children.'



Nursery children learn about safety with Sammy



Mulalley mascot Safe Sammy visited staff and children at the ABC Day Nursery in Catford recently to talk about safety and the danger of playing near construction sites.

The Essex based contractor have just completed a £38 million four-year programme of internal decent home refurbishment in partnership with Phoenix Community Housing to homes in Lewisham and are about to embark on a further £35 million pound external works programme.

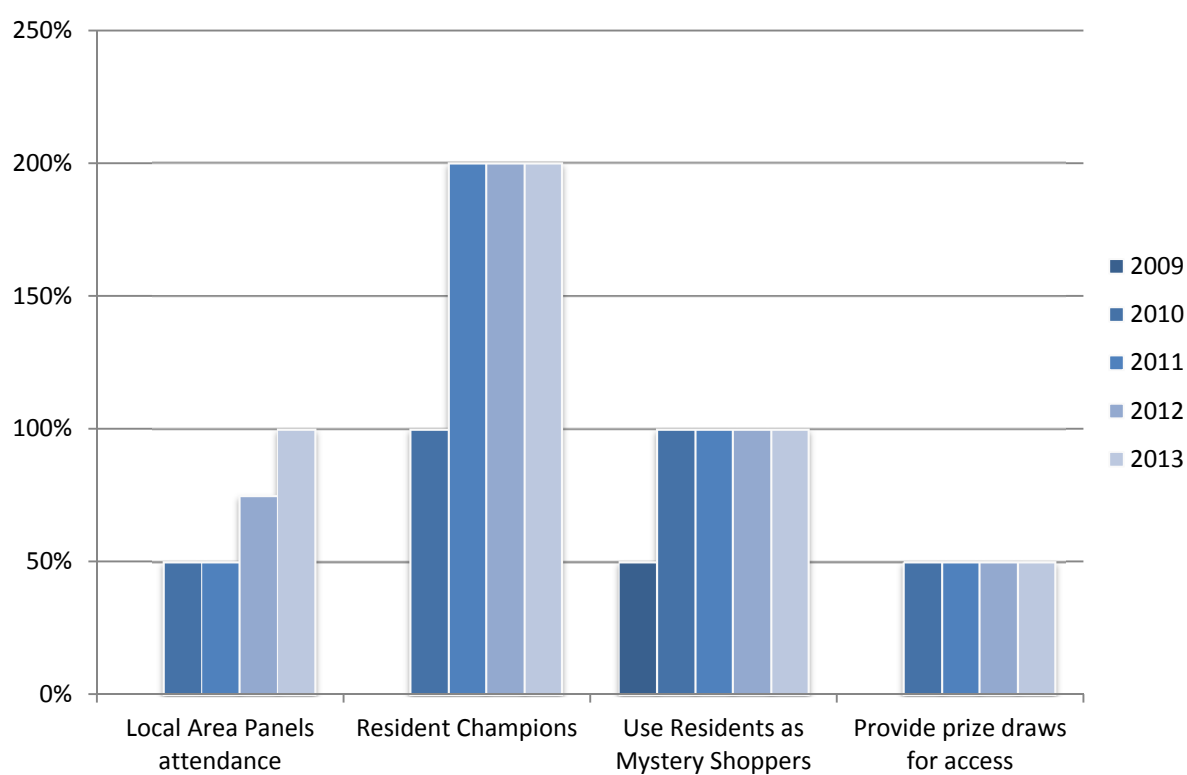
Mulalley Operation's Director Bruce Benson said: 'As a considerate constructor, carrying out our works safely is of the upmost importance to us. We were pleased to visit ABC nursery to teach the children and staff about the work we are doing and the hazards that they should be aware of.'

ABC Day Nursery proprietor Suzie Lovelock said: 'Thank you so much for bringing Safe Sammy to the nursery. The children were delighted and are still talking about the visit.'



Annex D – Resident Involvement

Resident Involvement



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permission

Mulalley take Phoenix residents on 'safari' tour of properties



Mulalley gave Lewisham East MP Heidi Alexander, local councillors and residents a 'safari' tour of homes and properties in the local community to show them their standard of work as part of the Decent Homes programme in partnership with Phoenix Community Housing.

Heidi Alexander said: 'Phoenix is making a tremendous difference.'

Visitors were able to see each of the various stages of our process starting with the tenant's choices interview, work in progress, completed work, site set-ups and respite units and were very impressed with what they saw.

Diane St Claire North, Vice Chair on the Meadows Estate Area Panel said: 'I am extremely impressed with the standard of the work by Mulalley. This is second to

none. I have been looking for faults to give feedback and comments, but I cannot see any. Mulalley definitely get a gold star from me!'

Mulalley Director Bruce Benson said: 'We were happy to have the opportunity to show off all the hard work we have been doing to improve homes in the community and bring them up to Phoenix Decent Homes Plus standard.'

'We have had very positive feedback from the day and will make sure we keep up this standard of work.'

Jim Ripley, Chief Executive, Phoenix Community Housing Association, added: 'It was a successful day and very rewarding to see directly the impact improvements have made to our residents. This is a testament to good partnership working and what can be achieved in collaboration'.



Mulalley join Phoenix for AGM

Mulalley joined hundreds of Lewisham residents and staff who attended Phoenix Community Housing's Annual General Meeting at Catfords Broadway theatre.

The Essex based contractor had a stall with a raffle and free goodies. They kindly donated an Ipod Nano and a large Dulux toy as prizes.

Mulalley were also celebrating with Phoenix as their four young apprentices were awarded certificates for completing their two year course.

The certificates were awarded by Heidi Alexander, MP for Lewisham East, and a short film made by Mulalley was shown to mark the success of the scheme.

Mulalley Director Bruce Benson said 'We were thrilled to be asked to be part of the Phoenix AGM, and join the celebrations of the successful apprenticeship scheme.

Our raffle prizes proved to be a hit with the residents and we were glad to hand the Ipod to a worthy winner'.

Jim Ripley, Chief Executive, said : 'This year's annual general meeting was our most successful yet not only because of the number of residents we welcomed but also because of the support from partners such as Mulalley'.

'We're so proud to have worked with Mulalley, Lewisham Council and Lewisham College to train the young apprentices and it's an honour to have seen them all graduate. It's great news that Mulalley will be training a new group of apprentices so that we can continue to contribute to our local area through mentoring, education and skills'.

Mulalley are currently in the process of recruiting 5 more young apprentices. To find out how you can apply please contact Lewisham College.



Mulalley engage with Chingley Close residents



Mulalley teamed up with Phoenix Community Housing to entertain families in Lewisham as part of their summer resident involvement programme.

Phoenix Community Housing is running a series of events throughout August to interact and engage with children and young people who may be affected by the works going on in their homes.

The considerate constructor was present to provide information on the works they are currently carrying out in the local community and to hand out freebies to the younger audience.

Mulalley have just completed a £38 million four-year programme of internal decent home refurbishment in partnership with Phoenix Community Housing and are about to embark on a further £35 million pound external

works programme.

Mulalley Director Bruce Benson said: "We were pleased to be asked to support this event and are looking forward to the other events we will be involved with and attending over the summer.

"We are working in homes all over the local community and this is a great way for us to get to know residents."

Phoenix Chief Executive Jim Ripley said: "We are always looking at different ways in which we can connect with our residents and this has been a great way to share information about our works, as well as having fun with the community.

"Our resident involvement programme continues throughout the year as we make understanding our residents a key priority".



Mulalley joins 5th Phoenix AGM

Mulalley met scores of Lewisham residents after joining Phoenix Community Housing at their 5th Annual General Meeting which was held at Sedgewell School recently.

The generous contractor provided a stand packed with free goodies and kindly donated two free raffle prizes of a Kindle and Ipod shuffle.

Mulalley have just completed a £38 million four year programme of internal decent home refurbishment in partnership with Phoenix in Lewisham and have just started on a further £35 million pound external works programme.

Pat Fordham, MBE, Chair of Phoenix said: 'We were so pleased that over 300 people attended our AGM. There was a nice welcoming atmosphere for our residents to meet the partners with whom we work so closely with.'

'I would like to say a big thank you to all at Mulalley for taking part and for providing the great raffle prizes.'

Mulalley Director Bruce Benson said: 'We were pleased to be part of this event for another year. The AGM is a good chance for us to meet residents and talk about the works we are carrying out – and also get feedback from them.'



Tenants Gathering offers residents money saving advice

Mulalley joined Phoenix Community Housing at their recent Tenants Gathering which offered residents tips and advice on how to save money.

The event, which was held at the Bromley Court Hotel, was attended by hundreds of Phoenix residents who participated in workshops that were run on important topics such as; how to reduce fuel bills, future housing options, repairs and changes to benefits.

Mulalley had an information stand at the event and were on hand to answer questions that Phoenix residents may have in regards to works being carried out in their homes and hand out freebies. The Essex based contractor also held a free prize draw to win a kindle.

Mulalley Operations Director Bruce Benson said: "We were pleased to show our support as it's important for us to attend community events like this and be on hand to answer and deal with any enquiries residents may have about the works we are carrying out in their homes."

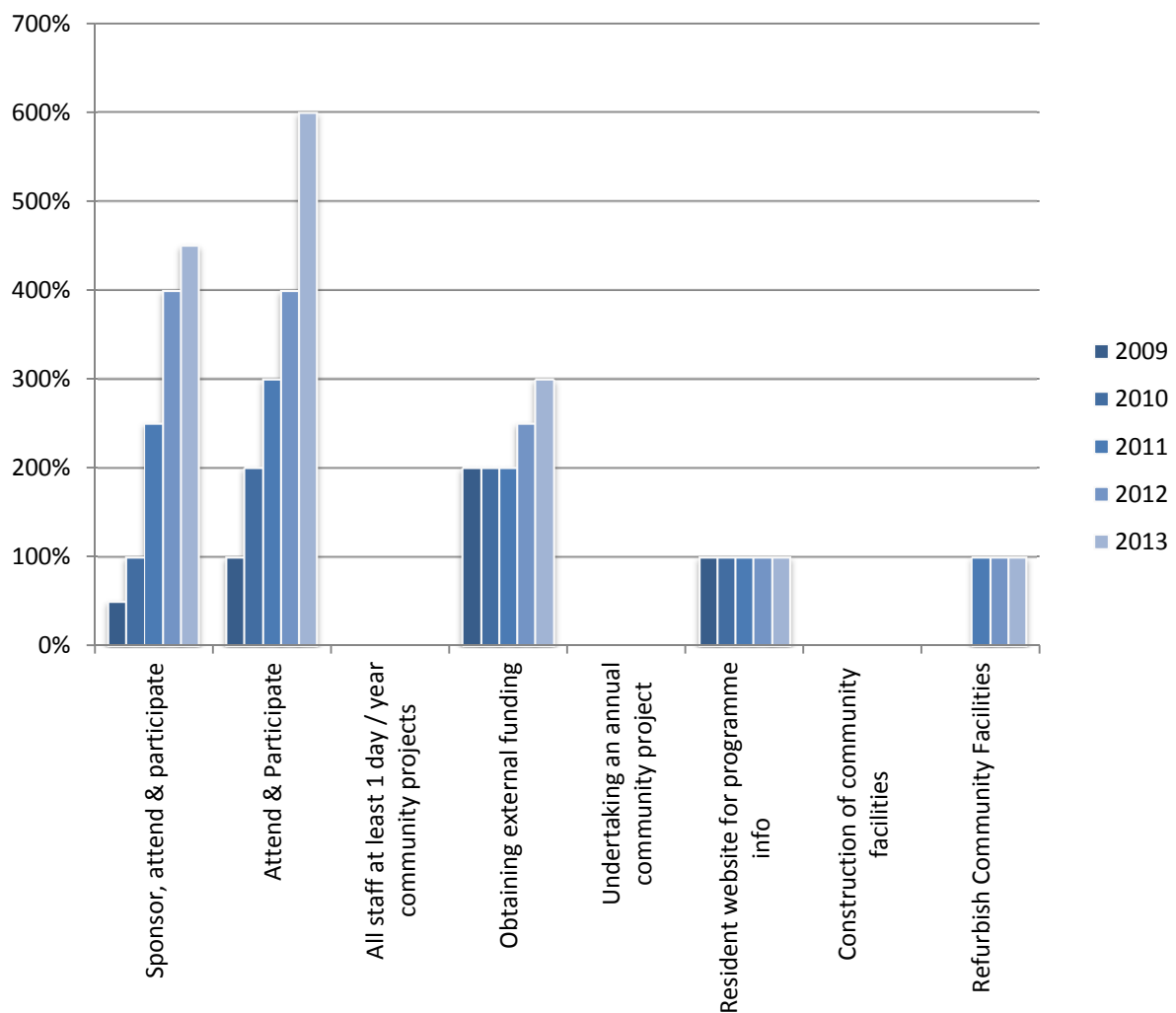
Jim Ripley, Chief Executive, Phoenix Community Housing, added: "This was Phoenix's most well attended Tenants Gathering. It was great to see so many of residents mingling and exchanging information with our staff and partners. Events like this are invaluable for staying connected to our community so that we can continue giving the best possible service to residents".

Mulalley is currently working in partnership with Phoenix as part of a £60 million eight-year partnership between the two organisations to carry out Decent Homes works and external improvement works to street properties and blocks throughout the Phoenix estates.



Annex E – Community Investment

Community Investment



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Phoenix Fun Day

Saturday 9th May 2009 saw another successful year at Forster Park, with local residents entertained by the Mulalley wall - much to the delight of the children who remembered it from last year. Also doing a star turn was the Beached Boys, with Mulalley's Construction Director Bruce Benson taking the opportunity to show his singing skills by taking to the stage.

Despite threatening rain, the sun came out to ensure a very enjoyable day was had by all.

Mulalley were appointed as partners by Phoenix Community Housing who are spending £71 million over the next five years to bring local homes up to the 'Phoenix Standard', a higher specification than the Government's Decent Homes Standard.



The Phoenix mascot

[Mulalley staff] worked tirelessly before and during the day to help us make a success of it and we do want all of you to know how much we appreciated all of your contributions.

Pat Fordham, Phoenix Chair



Our ever popular 'Play Your Cards Right' stand



The 'dreaded' Mulalley wall!

Phoenix Black History Month Launch

Mulalley were pleased recently support the launch of Phoenix's Black History month which aims to embrace diversity within the borough.

Launched at Bellingham Youth Centre, with a steel band, inspirational speakers and performances from the pupils of Haseltine Junior School it was certainly a launch to be proud of.

Mulalley made a donation to Haseltine School, which will go towards community projects.



Phoenix 1000th refurbishment

Mulalley, in partnership with Phoenix Community Housing, completed our 1000th refurbishment under the decent homes scheme this month.

Ms Dadson had a new kitchen installed plus adaptations to her bathroom to meet the needs of her daughter, which involved knocking down walls to incorporate the new design.

Cllr Heidi Alexander, Deputy Mayor of Lewisham and Jim Ripley, Chief Executive of Phoenix presented Ms Dadson with a vase and Mulalley were delighted to present flowers and a cheque for £1,000 to a local charity of her choice.

Mulalley is undertaking Decent Homes upgrades to over 6000 homes over a 5 year period totalling £40 million in South Lewisham.



“It has made all the difference to our daily lives, especially the bathroom which has made such an impact

Ms Dadson



Record numbers turn out for Phoenix fun day



More than 1,500 local residents turned out for the annual Phoenix fun day in Lewisham over May Bank Holiday weekend.

The third fun day for the estate was at Forster Park, Whitefoot Lane, Lewisham and organised for residents by Phoenix Community Housing Partnership. This year, the theme was May Day.

Mulalley helped with the activities on the day and set up a marquee with games and giveaways with our main feature being the climbing wall. With the sun shining a great day was had by all.

Mulalley Director Bruce Benson said: 'We were pleased to be able to support Phoenix Community Housing on their fun day for the third year running. Once again it was a great success and enjoyed by people in the local community that we work.'



2,000th Phoenix decent home completed by Mulalley



Mulalley and Phoenix Community Housing celebrated the completion of the 2,000th home as part of the £ 31 million Decent Homes programme in Lewisham.

The 2 bedroom home in Scarlet Road has had its kitchen and bathroom replaced and resident Steve McCann, 56, is thrilled with the work.

Steve said: "I am absolutely over the moon with the work Mulalley have done. I'm recovering from a stroke and couldn't get in and out of the bath, and now I have a wet room I can have a shower every day. It has improved my quality of life 100 percent.

"My old kitchen had doors hanging off and was a wreck. It now looks lovely and all the cabinets are at the right height for me. I honestly cannot fault the work that has been done. My Resident Liaison Officer from

Mulalley was brilliant and she ended up like a friend by the end of the works."

Representatives from both Phoenix Community Housing and Mulalley, the contractor carrying out the works in the area, had a tour of the property to see the exceptional standards of the work. The Essex based contractor has also secured the remaining decent homes contract through a competitive tender process.

Jim Ripley, Chief Executive, added: "Decent homes are an essential part of creating thriving and sustainable communities, and are vital for the health and wellbeing of our residents.

"We're delighted that Steve is so happy with the results".

Mulalley Director, Bruce Benson said: "We are pleased to reach this key milestone in

the programme of works and to be able to celebrate this with Phoenix. We are also delighted to have been awarded the works for the remainder of the programme.

"As part of our successful partnership with Phoenix Community Housing Trust, we have invested a lot into the local community through events, sponsorship schemes and the decorating apprenticeship scheme for five young local people. They are nearing completion of their qualification this summer and will be joining Mulalley in full time employment upon successful completion of their NVQ level 2.

"To extend our commitment to the scheme, we are pleased to announce we are jointly funding 3 more apprentices for a further year, thus leaving a lasting legacy to the Community of Lewisham."

I am absolutely over the moon with the work Mulalley have done... It has improved my quality of life 100 percent
Steve McCann, Resident



Mulalley and Phoenix celebrate diversity



Mulalley and Phoenix celebrated diversity at a Fun Day on Bellingham Green last week.

Phoenix Community Housing held a free Family Fun Day during half term and invited residents along to celebrate diversity, Mulalley were on hand to provide goodies for residents and raffled off an iPod to one lucky winner.

Over 300 residents braved the weather and enjoyed a range of activities from a petting zoo, face painting, diversity bingo and wheelchair basketball.

Mulalley Director Bruce Benson said: 'We are pleased to be able to support Phoenix and enjoyed being a part of the Diversity Fun Day.'

Jim Ripley, Chief Executive, Phoenix Community Housing, added: 'We had a particularly good number of residents turn out this year from the local area. It was a fantastic day that not only showcased local talent but also brought together communities to enjoy what we set out to do – to have a family fun day.'

'Thank you to all our colleagues, including those at Mulalley, who made it such a memorable day.'





Mulalley treat elderly Lewisham residents to an afternoon of fun and festivities

Essex based construction company Mulalley, held a Christmas Lunch for elderly residents living in Lewisham recently.

Phoenix Community Housing residents were treated to a traditional Christmas meal, entertainment and a free raffle.

Pat Fordham MBE, Chair of the Phoenix Board said: 'Mulalley showed that they cared about the local community they are working in by inviting elderly and vulnerable residents to a Christmas Lunch.

'It was a lovely thing to do as a way of saying thank you for all the work that they do in these people's homes.'

Mulalley Director Bruce Benson said: 'We wanted to do something in the community for Christmas as not everybody is able to get out at Christmas or have family around them.

'Our guests really enjoyed the afternoon and we have had great feedback already.'

Mulalley have to date carried out £25 million of decent homes work in partnership with Phoenix Community Housing, and have recently won a further £35m of external work over the next four years. This will include replacement windows, doors, roof works and landscaping and work is set to begin in April 2012.



Apprentices work in the community to mark National Apprenticeship week

Apprentices on a scheme with Phoenix Community Housing and Mulalley showed the value of their training by doing their bit in the Lewisham community during National Apprenticeship Week recently.

The four young apprentices have been painting and decorating a kitchen in the Meadows Community Centre in Chestnut Close and painting a mural of Bellingham Farm, which is to be featured in Martin Close Community Centre once completed.

The apprenticeship scheme forms part of a £60 million seven-year partnership with Mulalley and Phoenix Community Housing to carry out Decent Homes works and external improvement works to street properties and blocks throughout the Phoenix estates.

Mulalley Apprentice, James Botting, 17 said: "I saw the advert at college and was already thinking about

doing an apprenticeship. I have thoroughly enjoyed my time at Mulalley so far and have learned so much. The variety of work we are given is interesting and I hope to continue working at Mulalley when I finish either as a Site Supervisor or Foreman."

Bruce Benson said: 'It is great to see the apprentices doing such great work in the community for local people. Our scheme has proved to be a huge success and we are pleased to be working with Phoenix Community Housing Trust to offer this fantastic opportunity to these young people.'

Jim Ripley, Chief Executive, Phoenix Community Housing, added: "We've been delivering this joint scheme with Mulalley since 2009. It's very rewarding to see each year of apprentices flourish and to play our part in enhancing the local community".



Phoenix and Mulalley celebrate 4,000th Decent Home

Phoenix Community Housing and its Decent Homes partners, Mulalley, are celebrating the completion of Phoenix's 4,000th home as part of the multi-million Decent Homes programme in Lewisham.

The two bedroom home in Downham Way has had its kitchen, bathroom and toilet replaced and resident, Gloria Middleton, is thrilled with the work.

Gloria, aged 61, said: "I am over the moon with the improvements. It's not an exaggeration to say that they have changed our lives and we can have friends over now and not worry.

"The kitchen had an old larder where the fridge-freezer was and a coal hole where we had the washing machine and they were separated by a wall so it was really awkward. We also had two cupboards that we just couldn't get to but now the wall has been knocked down, the whole space is so workable".

Gloria has lived for nearly 30 years in the home with her daughter, Denise, who is equally pleased with the results, adding: "The worst thing was we had a toilet with the cistern above it but now it's modern with a great flush!

Denise continued: "Our bathroom also has a shower now which I love but I think mum still prefers her baths! I can't praise everyone enough, all our needs were taken into account during the work and the results are great. I was even able to count down all the work on my Phoenix calendar!"

Representatives from Phoenix Community Housing and Mulalley had a tour of the property to see the exceptional standards of work.

Jim Ripley, Chief Executive, said: "I am really pleased Gloria and Denise are so delighted with the work. This is a massive initiative for Phoenix so we are pleased to reach this key milestone in our programme of major works and to be able to celebrate this with our partners".

David Cummins, Vice Chair, Phoenix Community Housing, added: "It's always great to see a smiling face on a resident and to know that we are achieving the promises set out in our local offers. There is still more to do to deliver all our promises so watch this space as we continue to meet all our planned improvements".

Mulalley Director, Bruce Benson, said: "This programme is a great example of how a successful partnership works and it was good to see how the works have had such a positive effect on so many residents' lives and to celebrate this milestone with Phoenix".

Councillor Susan Wise, Cabinet Member for Customer Services at Lewisham Council, said: "Phoenix is steadfastly making its way through a huge programme of updating their housing stock and residents are really seeing the results with better, more modern facilities in their homes. Four thousand decent homes completed is a fantastic achievement."



Mulalley and Phoenix partnership shortlisted for Housing Heroes Award

Essex-based contractor Mulalley has been shortlisted from more than 300 entries to the 2012 Housing Heroes Awards for their work in partnership with Phoenix Community Housing.

The awards showcase the people and their teams that are doing exceptional work in the housing sector.

Mulalley Training Manager, Lisa Jennings, was one of six left in the running for the Inspirational Mentor of the Year award for her work with young apprentices as part of the Apprenticeship scheme Mulalley runs with Phoenix.

Robin Lawler, President of the Chartered Institute of

Housing, said: "Heroes are people who show drive, commitment and above all leadership. These heroes do a variety of roles – paid and unpaid; senior and junior; customer facing and back office.

"The Housing Heroes Awards are a great way to recognise the heroes who work selflessly across the housing sector in a great variety of organisations throughout the UK."

Stuart McDonald, Editor of Inside Housing, said: "All finalists have done amazingly well in getting this far. Well done to Lisa Jennings for being shortlisted. The competition was really tough with more than 40 entries in some categories."



Mulalley and Phoenix raise £2,500 for the Stroke Association

Staff from Mulalley and Phoenix Community Housing successfully completed the 2012 Stroke Associations Thames Bridges Bike Ride whilst raising £2,500 in the process.

Thirteen participants cycled the 50-mile route which started in Southwark Park, London and finished at Hurst Park, Surrey.

Mulalley Director Bruce Benson, who took part on the ride said: "We are extremely proud to have achieved this and to have raised such a fantastic amount of money for such a worthwhile cause."

Jim Ripley, Chief Executive, Phoenix Community Housing, said: "It was great that so many Phoenix staff supported the event. It's become a famous ride, raising cash for the only UK-wide charity solely concerned with combating stroke in people of all ages".

Mulalley have just completed a four year programme of internal decent home refurbishment worth £38 million to properties in Lewisham in partnership with Phoenix Community Housing and are about to embark on a further £35 million pound external works programme in partnership with Phoenix.





Mulalley support fifth annual Phoenix Festival

Mulalley joined Phoenix at their annual festival which was attended by thousands of residents.

Mulalley mascot Safe Sammy also made an appearance at the Olympic themed festival which is now in its fifth year. Staff from Mulalley were on hand to give out goodies to residents, answer any questions about work being carried out in their homes and raffle off a kindle.

Mulalley Director Bruce Benson said: "We are always pleased to be invited to take part in fun days within the local communities we are carrying out work in.

It was good to see everyone turn out to support the festival which has grown over the past few years."

Phoenix Community Housing Chief Executive Jim Ripley said: Jim Ripley, Chief Executive, Phoenix

Community Housing, said: "As it was our fifth Phoenix Festival it was a landmark event. It was the busiest event yet with so many things for the family and young people to do.

"After the recent bad weather, the sun shone for us and it was great to see so many residents turn out on the day and enjoy the activities. This was the perfect way to bring the neighbourhood together and continue developing a thriving, close-knit community."

Mulalley have just completed a four year programme of internal decent home refurbishment worth £38 million to properties in Lewisham in partnership with Phoenix Community Housing and are about to embark on a further £35 million pound external works programme in partnership with Phoenix.



Mulalley support Bellingham Dance Festival



Fantastic weather attracted hundreds of people to the 16th annual Bellingham Big Dance Festival held at Bellingham Green.

The event was officially opened by the Major of Lewisham Sir Steve Bullock and included dance-related activities including live performances, workshops and interactive dance pieces.

Mulalley generously provided a marquee filled with games, prizes and free goodies to give away, and mascot Safe Sammy made a special appearance for all the children to enjoy.

Mulalley have just completed a £38 million four-year programme of internal decent home refurbishment in

partnership with Phoenix Community Housing to homes in Lewisham and are about to embark on a further £35 million pound external works programme.

Pat Fordham Chair of Phoenix MBE Said 'We were so pleased that so many people participated in this great day. It was so good to see families getting involved and enjoying themselves.'

Mulalley Director Bruce Benson said 'It was a pleasure to be able to support this great event. It was a huge success and a great opportunity to meet many residents that we are working with in the Lewisham Community.'



Mulalley and Phoenix Community Housing shortlisted for Lord Mayor's Dragon Awards

Mulalley have been shortlisted for the 25th Lord Mayor's Dragon awards, recognising the contribution of businesses in their communities.

The Essex based contractor fall in the economic regeneration category and have been nominated for their Phoenix Incentivised Apprenticeship Scheme in partnership with Phoenix Community Housing.

The Lord Mayor's Dragon Awards were established by the then Lord Mayor Sir David Rowe-Ham in 1987 and are named after the guardians of the City of London, seen at the entrances to the Square Mile financial district.

Lord Mayor of the City of London, Alderman David Wootton said 'The Lord Mayors' Dragon Awards recognize and reward projects which are making a real difference to our communities, and building a strong, successful and sustainable city.'

Mulalley Operations Director Bruce Benson said 'We are delighted that we have been shortlisted for one of these prestigious awards and look forward to continuing our work with Phoenix Community Housing on our extremely successful Apprenticeship Scheme.'

Jim Ripley, Chief Executive, Phoenix Community Housing, added, ' This is a wonderful endorsement of the Scheme. We are very proud of our apprentices and the contribution they play in supporting the local community.'

Winners will be announced at the Lord Mayor's Dragon Awards ceremony at Mansion House in the City of London on 3rd October 2012.



THE LORD MAYOR'S 2012
**ECONOMIC REGENERATION
AWARD FINALIST**

Mulalley and Phoenix Partnership blossoms

Residents, staff and Mulalley mascot Safe Sammy attended a tree planting celebration recently at Millcroft House to mark the launch of the Phoenix Major Works programme in the area.

Mulalley have just completed a £38 million four-year programme of internal decent home refurbishment in partnership with Phoenix Community Housing to homes in Lewisham and are about to embark on a further £35 million pound external works programme.

The tulip tree was planted in the communal garden of Millcroft House, the first block of homes to receive improvements. It was chosen as it produces beautiful yellow tulip shaped flowers in the spring, which will give pleasure to current and future generations of residents.

Bruce Benson Operations Director at Mulalley said 'We are extremely pleased to continue our successful partnership with Phoenix Community Housing. Millcroft House is our first scheme under these works where we will be carrying external improvement works.

'The tree planting was a great way to mark the beginning of this programme and good opportunity for the project team to meet and chat to residents.'

Mary Bennell, Director of Asset Management, Phoenix Community Housing, said 'We have come a long way in meeting our promises to our residents but there are still challenges ahead.

'We have great strength in our partnership with Mulalley and will work closely with them and our residents to ensure that we continue to improve their homes'.



Mulalley light up Bellingham Green



Mulalley joined Councillor Alan Smith, Deputy Mayor of Lewisham, The Rt Rev Michael Ipgrave, Bishop of Woolwich and local school children for the 9th Annual Bellingham Green Carol Service and Christmas tree unveiling.

More than 200 residents saw performances from local schools and organisations including; Fabulosity School Band, St Augustine's School, the 8th Lewisham Beavers and Cubs and Mulalley Operations Director Bruce Benson.

The generous contractor sponsored the 30ft Christmas tree and helped make the event possible by donating funds for the popular community carol service.

Mulalley Operations Director Bruce Benson said: "We were pleased to be involved with the carol service and see so many residents come out and sing with

us despite the cold weather. It shows a real sense of community spirit."

Councillor Alan Smith, Deputy Mayor of Lewisham said: "Thank you to everyone for coming along and to Reverend Singh for inviting me, it was a delight to switch on the Bellingham Green Christmas Tree lights."

Organiser of the event and Chair Churches Together in Bellingham, Reverend of Christ Church Reverend Raymond Singh said: "We had a fantastic crowd for the evening and it was lovely to see so many families come and join us.

"This event would not be possible without the help and support of Mulalley. All of our performers were fantastic and it was great to see familiar faces."

Mulalley is currently working in partnership with Phoenix as part of a £60 million eight-year partnership to carry out Decent Homes works and external improvement works to street properties and blocks throughout the Phoenix estates in Lewisham.



Mulalley and Phoenix shortlisted for Housing Heroes Awards

Mulalley and Phoenix Community Housing have been shortlisted from over 300 entries for two Housing Heroes Awards.

The partners nominated Vice-Chair, David Cummins, and Board Member, Margaret McCarthy, in the Inspirational Board Member of the Year category. David was nominated for his hard work within Phoenix, helping to solve challenging issues such as communicating to residents and increasing resident participation.

They have also recognised his very active role in Phoenix's new 'Green Man' sustainable headquarters and community facilities for Phoenix residents.

Margaret was also highlighted for her role in the Green Man development, as well as her influential representation on neighbourhood panels.

The awards, currently in their fifth year, will once again showcase the people and teams that are doing exceptional work in the social/affordable housing sector.

David Cummins and Margaret McCarthy are now two of five finalists left in the running for this category and are set to find out at the awards ceremony in June.

Jim Ripley, Chief Executive, Phoenix Community Housing, said: "Phoenix is led by residents so, together with Mulalley, it's very meaningful that two inspirational tenant Board members have been nominated.

"The combined time and experience that they have contributed to Phoenix is invaluable and fingers crossed for the final ceremony".

Chartered Institute of Housing chief executive Grainia Long said: "These awards celebrate the unsung heroes of the housing world and I'd like to congratulate all of the shortlisted finalists. They embody the passion, dedication and energy of housing professionals, board members and tenants and the outstanding contribution housing makes to people and communities all over the UK."



FINALIST

Mulalley treats Phoenix elderly residents to turkey and tinsel



Kind hearted building contractor Mulalley treated elderly Phoenix residents to a free Christmas lunch recently when they held two free lunches for elderly residents in the Hazelhurst and Bellingham area.

Over 90 residents were invited along for a two-course Christmas lunch, live entertainment, dancing and a free raffle.

Mulalley Operations Director Bruce Benson said: "It was great to see so many residents brave the cold and come out and join us for our special festive lunch. People were up dancing with our staff and seemed to really enjoy the day. "

Phoenix Vice Chairman, David Cummins said: "It was very generous of Mulalley to provide our residents with a delicious two course Christmas lunch followed by live entertainment.

"Residents enjoyed every minute of it as they danced and participated in the raffle. It was great to hear residents went along and enjoyed the festivities."

Mulalley is currently working in partnership with Phoenix as part of a £60 million, eight-year partnership between the two organisations to carry out Decent Homes works and external improvement works to street properties and blocks throughout the Phoenix estates.



Makeover Magic by Mulalley Apprentices

Mulalley apprentices have been working hard to complete two room makeovers for four Phoenix Community News competition winners.

Apprentice Painter and Decorators, Mickey Byrne, Joanna Robinson, Savannah Sheppard and Gearrie West-Cohen were very happy to work on the room makeovers as it adds to their experience as apprentices.

They are working on the Decent Homes Programme that Mulalley are delivering for Phoenix helping to improve over 6,500 residents' homes. The apprentices attend college once a week as well as practical work experience on site.

Sheila Warr of Whitefoot Lane was one of the lucky winners. In a thank you letter to Mulalley, she said she was "very happy with what they have done. The boys and girls were very polite, always punctual and worked very hard. The decoration to both rooms went very smoothly and finished on time. I am very happy with the outcome as Mulalley did a very nice job."

Mulalley Director Bruce Benson said "We were happy to support this Phoenix competition and pleased that our Apprentices have done such a great job".



Mulalley supports the Phoenix Festival

Despite the less than perfect weather, Mulalley joined thousands of Phoenix residents for the 7th Annual Phoenix Festival in Forster Park in Catford.

This year, Mulalley sponsored the art tent where children made traditional 'Punch and Judy' puppets, the climbing wall and the face painters and balloon modellers tent. Mulalley also had a marquee where staff were on hand to meet with residents and distribute freebies. Mulalley mascot Safe Sammy also made an appearance.

The Festival which is hosted annually by Phoenix Community Housing, had over 60 stalls and attractions, along with performance from talented young residents as part of "Phoenix's Got Talent".

Phoenix Chief Executive Jim Ripley said: "The Phoenix Festival is one of our most loved annual events and it's great to return to Forster Park for the seventh year running. The festival is a fantastic opportunity to celebrate all that's brilliant in South Lewisham – a wonderful sense of community and special people that work hard all year round to make our area a better place to live, work and play."

Rita Dennard, who attended the festival with her grandson Harry 11 said: "It's been fantastic. I love all the stalls but the best thing is meeting all the other residents. Harry enjoyed the day – it's a great day out for children young and old."

Mulalley Operations Director Bruce Benson said: "It was a pleasure to once again support this fantastic annual festival. Despite the weather it was a huge success and a great opportunity to meet many of the Phoenix residents."

Mulalley is currently working in partnership with Phoenix as part of a £60 million eight year association between the two organisations to carry out Decent Homes and external improvement works to street properties and blocks throughout the Phoenix estates.



Considerate Constructors Scheme

Monitor's Site Report



Project name	Phoenix Community Housing Major Works Programme Year 2				
Contractor name	Mulalley and Company Ltd				
Onsite contact(s)	Paul Lynch & Roger Coleman				
Site ID number	76950	Visit no.	1	Visit date	12/09/2014

Site description, context and location

Refurbishment project comprising of external repairs and maintenance to a residential housing estate whilst in occupation for Housing Association stock. Offices and main welfare located in a warehouse on an industrial estate in Bellingham South East London.

Checklist section	Category score		Score descriptor
1. Care about Appearance	8	/10	1 Gross Failure
2. Respect the Community	9	/10	2 Failure
3. Protect the Environment	7	/10	3 Major non compliance
4. Secure everyone's Safety	7	/10	4 Minor non compliance
5. Value their Workforce	7	/10	5 Compliance
Total score	38	/50	6 Good
			7 Very Good
			8 Excellent
			9 Exceptional
			10 Innovative

For more information on score descriptors, see 'Site Scoring Explained' or visit www.ccscheme.org.uk

Executive summary

The central office, stores & welfare create a good impression. Operatives dressed appropriately to give a suitably professional image. The RLO has developed a good relationship with residents and neighbours and kept them updated with progress newsletters. The Scheme is covered on induction and further promoted to the workforce with scheme film, it is also promoted to the residents in newsletters. Numerous community events have been supported with support also given to local churches and school. The Pocket Park developed with client is undoubtedly a significant and lasting contribution to the local community. A high standard of environmental procedures are implemented, although opportunities to promote these to the workforce and the public could be developed. Carbon emission monitoring and feedback procedures are in place. Suitable safety procedures are in place however could consider a reward scheme to engage the workforce in continuous improvement in H&S. Respect for other members of the workforce, residents and neighbours is covered at induction. There is a supportive and respectful working environment although could consider how to further promote anti-bullying, general health, literacy and numeracy issues. The site management's open door policy encourages all to feel part of the team. Thank you for your time.

Innovative activities

1. Appearance	
2. Community	
3. Environment	
4. Safety	
5. Workforce	

While an innovative activity is required to achieve a score of 10 in any section, such activities will be recorded regardless of score. When recorded on a visit where a score of 10 has not been achieved, the activity may count towards achieving a 10 score on subsequent visits. An innovative activity will only count once towards a 10 score unless it is further developed and improved. See 'Site Scoring Explained' for further details.

Monitor name	Peter George Eur Ing BEng DipEM CEng MICE MCMI FRSPH
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Considerate Constructors Scheme

Monitor's Site Report - Detailed summary of findings



Project name	Phoenix Community Housing Major Works Programme Year 2		
Site ID number	76950	Visit no.	1
		Visit date	12/09/2014

1. Care about Appearance	8	/10
<p>A good impression is given by the central office and warehouse which are clean and well organised with all appropriate signage. Workforce dress code is covered on site rules and logo on Hi Vis & photo ID. Daily checks on all areas to ensure litter and debris free with dedicated team. Welfare operative with daily duties ensures office, welfare and compound areas are kept clean and tidy. Workforce encouraged to keep site clean on induction signage & toolbox talks. Roaming inspections with end of day checks to ensure all debris and surplus materials are cleared away. High profile given to cleanliness on induction where working in & around residents' properties. Smoking areas suitably screened from public view or away from properties if out on site. Company guidelines for branding and corporate identity with company signage with website & contact details on display.</p>		
2. Respect the Community	9	/10
<p>Those affected are identified prior to commencement & open evening & coffee mornings held, adjacent properties lettered. Comprehensive info pack includes a 'jargon buster' & pictures of team. Regular newsletter issued with progress update, also public noticeboard externally. Resident liaison on site to deal with local residents issues which remains high profile and deals with all issues, satisfaction surveys returned with good responses. Traffic management plan developed and covered on induction. Banksman in attendance for off-loading. Local trade contractors used and report back to client. Scheme is covered on induction and display external posters and banner with opportunities to promote to workforce by use of Scheme film, scores displayed on company intranet. Operatives conduct and behaviour are covered on induction. Radio and mobile phone policy. Language line available if residents do not speak English. Operatives parking covered on induction and consideration encouraged including vehicle sharing. Comments or complaints procedure in place, a number of complements received. Local community events with coffee mornings & Christmas party. Client Office opening event with stand prizes & raffle, donated market barrows to client's office. Safe Sammy involved with Child Safety Week. Client Festival and museum with Market trailers refurbishment project undertaken by apprentices. Carole singing in four churches and donating Christmas tree to Bellingham Community. Each residential block is given some additional works with painted railings signage upgrade bin & pram stores. Raise money for McMillan with 'tuck shop' & coffee mornings. Ran a residents' competition, the winner had a room decorated by site apprentices. Supported Phoenix festival with climbing wall & goody bags & tablet as competition prize. Working with client have created a public 'pocket park' by the river, with access for EA maintenance, local school involved in planting.</p>		
3. Protect the Environment	7	/10
<p>Company environmental policy displayed and covered on induction with site specific issues identified & specific targets set for 2014. Site waste management plan developed. In-house procedures designed to reduce paperwork. Recycling bins provided. Company targets for waste recycling and feedback on recycled waste at 98%, returns emailed to sub-contractors. Procedures to store and reuse old roof tiles and bricks. Working method and programme take into account noise and disturbance and to suit residents where possible. No dry cutting to minimise dust. Appropriate chemical & fuel storage with emergency spill kits on site. Environmental issues promoted to the workforce in weekly meetings, could consider Environmental Noticeboard. Promotion of Environmental issues to the public still to be explored with client. Energy saving measures with monitoring procedures in place. Carbon emissions are being monitored although no feedback data displayed, however this information is discussed with the workforce. Opportunities for a positive contribution to environment with rainwater butts provided and soft landscaping.</p>		
4. Secure everyone's Safety	7	/10
<p>The project has a full time H&S manager, external audits also undertaken. Nearest A&E facilities on induction and route map displayed. Company 1st aiders noted on induction and wear ID. Construction phase health and safety plan reviewed & kept up-to-date. Traffic management plan with suitable banksman control. Review company safety initiatives & campaigns to promote continuous improvement in addition to items covered on induction. Perimeter checks to ensure public safety at end of each day with high profile on public safety. Fire plan displayed and evacuation procedures in place. All vehicles with reversing sounders & deliveries with escort. Accidents and near misses recorded, 'Report it, don't ignore it' campaign to encourage reporting, no rewards offered. Consider Hazard board display – daily briefings held, generally only one sub-contractor on site at any one time so limited on-site co-ordination issues. Boiler flue safety posters displayed. Looking into suitable operative safety incentive scheme with workforce, there is a contractor award in place.</p>		
5. Value their Workforce	7	/10
<p>Equal opportunities and diversity policy in place, diversity recorded. Further promotion of harassment & anti-bullying issues could be considered. Staff training matrix, must complete programme within two years & then undertake refreshers. Subcontractors encouraged to carry out further training & toolbox talks. Occupational health risk with toolbox talks and poster display. Drug and alcohol policy on site. Medical conditions of workforce recorded including next of kin. Good welfare facilities including drying room with lockers, canteen, WC facilities, no shower facilities. Satellite compounds with mess & WC facilities, use of residents' halls also available. Works with competency checks with CSCS card details recorded. Company encourage supply trade contractors apprentices with a number on site. Staff have reduced gym membership. 'Stop smoking, start living' posters displayed, would be good to look at other health & lifestyle issues. Would be good to assess literacy numeracy & numeracy competence in workforce. Female WC facilities provided. An open door policy is operated with everyone encouraged to feel part of the team, respect & teamwork could be further promoted with recognition and reward scheme.</p>		
Overall score	38	/50

The contents of this report are a reflection of the meeting held between the Scheme's Monitor and the site representative, and the activities and initiatives witnessed at the time of the visit. When appropriate bold italic statements will indicate where improvements can be made.

Mulalley Apprentices unveil Phoenix Community Housing barrows

Three newly decorated barrows are now proudly displayed in front of the Green Man, Phoenix Community Housing's headquarters. These barrows were restored, decorated and brought back to life by Mulalley apprentices after a request by Jim Ripley, Phoenix Community Housing's Chief Executive to complete the work.

This was the last job completed by the apprentices who have recently finished a Level 2 Apprenticeship in Painting and Decorating in association with LeSoCo (Lewisham College). The apprenticeship scheme combined college attendance once a week along with practical experience within a site environment. Mickey Byrne, Joanna Robinson, Savannah Sheppard and Gearrie West-Cohen worked on the Decent Homes Programme that Mulalley are delivering for Phoenix helping to improve over 6,500 residents' homes.

This apprenticeship scheme has been hugely successful and has given the apprentices all the skills they need to go on to a successful career in painting and decorating. One of the apprentices, Joanna Robinson, even got to experience a student exchange with a Berlin based construction college during her time at Mulalley. To celebrate the end of the successful scheme, Mulalley and Phoenix took the apprentices out to lunch to thank them for all their hard work.

Bruce Benson, Mulalley Operations Director said: "We provided productive and practical employment and on-site training for these local apprentices and we are delighted that they found the experience rewarding not only in giving them skills and confidence but also helping them to secure long term employment. We wish them every success in the future".



Mulalley sponsor opening of Peter Pan's Park in South Lewisham

Mulalley, local school children, soldiers and a former Blue Peter gardener have all been involved in the creation of the Peter Pan Park, developed by social landlord Phoenix Community Housing as part of efforts to regenerate the Downham, Whitefoot and Bellingham wards of south Lewisham where it owns and manages 6,300 homes. The delivery of the park was in partnership with Groundwork London.

Mulalley helped to re-develop an area of waste land to transform it into a new pocket park for the area. Phoenix Community Housing were given a grant from the Environmental Agency to carry out some landscape works to the park and Mulalley donated designers and management time to develop the scheme and obtain the relevant planning permission.

The work included the formation of a new contemplation deck, new pathways, installation of new timber benches, raised planting areas, perimeter hedgerows and fencing.

Finally new wild grass was sown and top soil laid throughout the park.

Schoolchildren helped to plant the new flowerbeds and wildflower garden under the expert guidance of Chris Collins, former Blue Peter gardener, as part of Phoenix's Summer Fun programme in August.

The green space, developed on a neglected patch of land by the junction of Bromley Road and Beckenham Hill Road SE6, has been named Peter Pan's Park by Phoenix tenants to revive the memory of the former Peter Pan's Pool pleasure park which opened in 1922.

The new Peter Pan's park was formally opened by Sir Steve Bullock, Mayor of Lewisham, before guests enjoyed refreshments (sponsored by Mulalley) and a tour of the new retreat by the Ravensbourne River.

Phoenix Chief Executive, Jim Ripley said: "We're committed to working with our residents and the broader community to invest



in south Lewisham and to deliver improvements. We were delighted to receive funding for this important project and are very proud to welcome people to Peter Pan's Park. Much of the project's success is owed to the residents, groups and volunteers that gave so much of their time to deliver a new green space for the whole of the local community."

Mulalley Operations Director Bruce Benson said: "It was great to see this area being brought back to life. Mulalley was very happy to assist in the creation of this new park and we hope it gives the local community a contemplative and fun space to enjoy."

Mulalley is currently working in partnership with Phoenix as part of a £60 million eight year association between the two organisations to carry out Decent Homes and external improvement works to street properties and blocks throughout Phoenix estates.

