

Procurement Fringe: Social Value – Wates

Speaker: Christina Byrne

Chaired by: David Miller

Room: Frameworx Lounge



NHMF
Maintenance
Conference
2025



Christina Byrne Regional Social Value Manager

- Joined Wates November 2020
- Previously worked with LB of Brent for 25 Years
- Extensive experience of Social Value, Housing Management and Resident Engagement
- Responsive for Social Value across 32 contracts in London and South



Thriving places



Thriving planet



Thriving people



Reimagining places for people to thrive.



Wates



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About Wates Living Space

Wates Living Space
is one of the
UK's leading
providers

of planned and responsive
maintenance services

Maintaining
500,000
properties
across the UK

Directly employ
2,000+
staff



Central region
£142m
turnover

South East &
South West region
£180m
turnover

Turnover
£322m
annually

2,556
businesses in
our Supply Chain

£243m
Social Value
delivered 2024



High customer
satisfaction
(95+%+)

In-house Contact
Centre open
24-7-365



LAMBETH COUNCIL PROJECT

YEAR TWO 2022-2023

Wates



Social value festive highlights

Over the seasonal period, we have achieved:

111
hours of volunteering
£29,530.85
worth of donations

22
charities supported

Reimagining places for people to thrive.



BELIEVE

Wates

Believe work experience programme

Sign up for our work experience programme where you will experience one week of learning about the built environment, hear from guest speakers, discover the varied roles in construction, take part in volunteering and gain accredited training.

Following the programme, you are guaranteed an interview with the chance of a six-week paid internship.



BE INSPIRED™

**£300k+ grants
from WFET**



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Final thoughts..

1. Do you ensure contractors' social value commitments are fully integrated into their operational delivery, and are you monitoring outcomes?
2. Are you prepared to measure and articulate the social value outcomes from your contracts in a way that withstands scrutiny under the new legal and reporting frameworks?
3. How will you demonstrate to residents, stakeholders, and regulators that the social value delivered through contracts represents a genuine return on investment?

Thank you.

See you at the
next conference!



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