

Pagabo Annual Report

2021





Executive summary

Much of what Pagabo do aligns to our business and future strategy. They keep things simple; customer focused and have a passion for innovation and social value. It's why we see them as a strategic national partner.

We are seeing plenty of opportunities from all three frameworks across the country, which includes over £450m in the pipeline.

Well done to Interiors who are starting to get some traction having secured five projects in the year, including more recently the £4.2m University of Wolverhampton project and the Print Works Relocation for the House of Commons & Lords. And congratulations to the Oaklands College team who won Pagabo's best project £5-£15m at their 2021 virtual awards ceremony.

Next year is all about improving our chances of success as we start to consolidate best practice and lessons learnt from recent bid successes and failures. We will also see the full integration of Pagabo's Social Profit Calculator, which will allow us to set targets and directly transfer social value data from milproject into their on-line portal.

Thank you to those people who have laid down a great foundation from which to grow this partnership.

Andrew Brookes
National Framework Manager, Willmott Dixon

We see Willmott Dixon as a key partner of ours. Their values as a business and forward thinking nature is something that resonates with us. I can only see our relationship and success together going from strength to strength.

It was pleasing to see the team in the South East secure phase two of Oakland College's £62m campus redevelopment. I know that this appointment was testament to the quality of work and level of client care provided throughout the first phase, which ultimately also resulted in them securing the award for 'best project £5m - £15m' at our award ceremony earlier this year.

We're extremely happy with the level and standard of reporting from Willmott Dixon. They've never missed a submission of our monthly performance dashboard over the last 12-months which we're sure will continue as our reporting expands to the other frameworks they operate on. Client Satisfaction and spend on local supply chain are both major strengths of theirs and this has not gone unnoticed.

We've also been really impressed with their level of engagement on a variety of marketing activities. Together we've published three case studies, including the Innovation Suite refurbishment at Arts University Bournemouth, the Homestead building and the Evolution Centre, both at Oaklands College. They have also taken part in two of Pagabo's Building Blocks Podcast episodes, with Sarah Fraser and Andrew Brookes giving an insight into mental health and the construction playbook respectively.

Thank you to the team over at Willmott Dixon for all of your hard work. Let's hope for even more success going forward.

Jonathan Parker
National Framework Manager, Pagabo



Andrew Brookes
National Framework
Manager, Willmott Dixon



Jonathan Parker
National Framework
Manager, Pagabo



What we've achieved together so far



Value of pipeline

£458m

9 projects secured

£121m

value of projects

EOI positive responses

68%

(target 60%)

Bid frequency

92%

(target 80%)

Success rate

40%

(target 33%)

Oaklands College – Pagabo's 2021 best project

£5m-15m



Project stories



Oaklands College, Homestead Building

CLIENT NAME

Oaklands College

VALUE

£7.9m

STATUS

Complete

First in a series of phases of Oakland College's £62m redevelopment to transform their St Albans campus. Provides residential accommodation for up to 80 students and two on-site wardens. Built using natural ventilation alongside sustainable underfloor heating to ensure it is in-line with the College's eco friendly commitment.

Winner of best project delivered between £5m-£15m at the very first Pagabo Awards – 2021.



Stockport Interchange and Residential Mixed Use

CLIENT NAME

Transport for Gtr Manchester

VALUE

£85m

STATUS

Preconstruction

FORECAST ON-SITE DATE

January 2022

Design and construction of a transport interchange on the site of the existing bus station in Stockport town centre. Project has been split by the interchange (transport) and residential (housing). Travel interchange: 20 bus stands, covered passenger concourse, 15 storey tower: 196 PRS apartments, basement car park, 2-acre landscaped podium pedestrian / cycle bridge link to rail station.



Project stories

REFIT AND REFURBISHMENT FRAMEWORK



London

- ✓ **Companies House, Cardiff**
The first project delivered by Willmott Dixon Interiors under the R&R framework.
- ✓ **Innovation Suite, Arts University Bournemouth**
SME Spend and Engagement achieved 100% for both.
- ✓ **Parliamentary Print Unit, Strategic Estates**
The project includes full refurbishment CAT-A to CAT-B (excluding WCs), extension of mezzanine level, external façade alterations and modification & enhancement of existing services such as the creation of a new plant room, installation of a new HVAC system and installation of a new power supply & wiring and various specific equipment that are specified by Parliament for site to site connection.

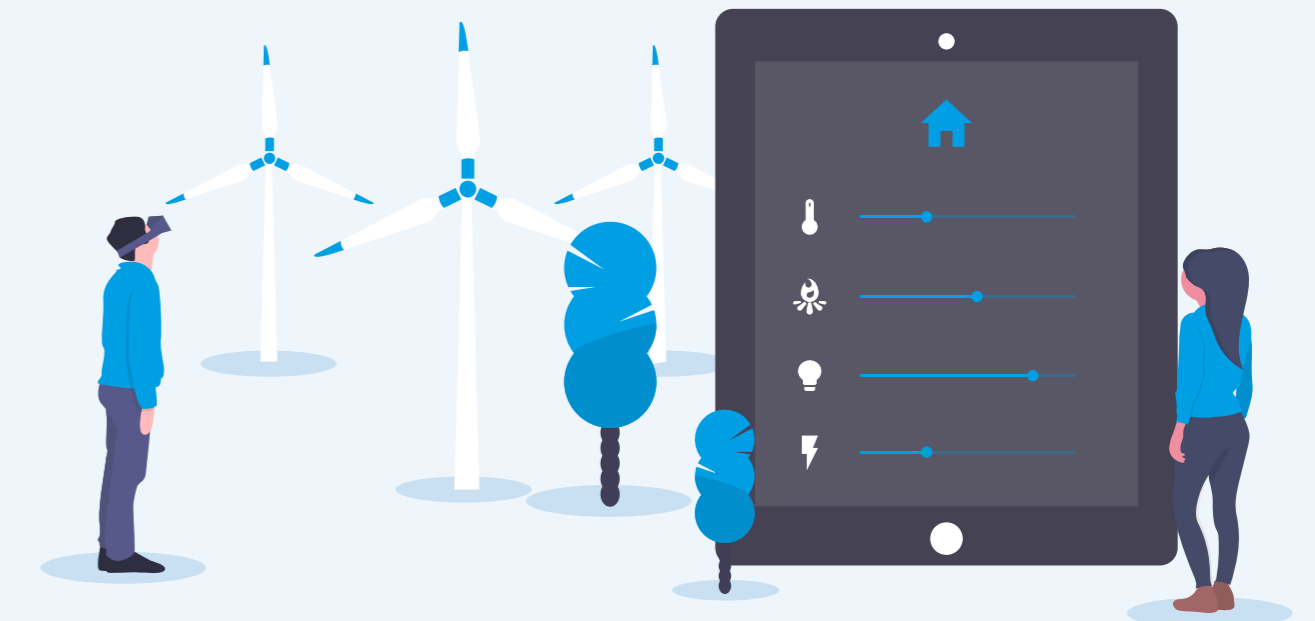


REFIT AND REFURBISHMENT FRAMEWORK



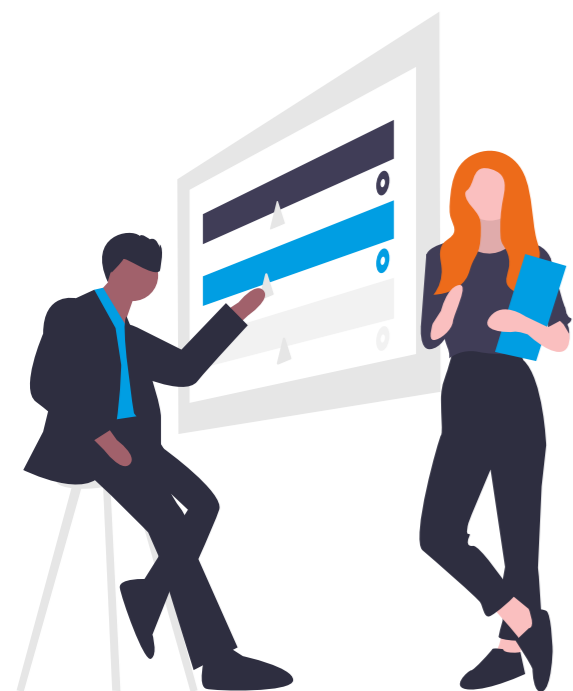
Midlands

- ✓ **Tyseley Energy Park, Webster & Horsfall Limited**
Latest achievements include SME Spend 96.2%, SME engagement 90.5%, Micro business spend 14.1%, Micro business engagement 9.6%
- ✓ **MA/MI Buildings, University of Wolverhampton**
Refurbishment of both the MA and MI buildings to create a new screen school dedicated to gaming, animation tv and films and to provide increased facilities for the popular school of pharmacy. The refurbishments are to create contemporary spaces that are in keeping with industry standards, new flexible learning, skills and simulation spaces will need to be created to support delivery of a variety learning and teaching methods.





Looking ahead



Andrew Brookes

MAJOR WORKS FRAMEWORK

Strategic Focus – Health Sector

The Government has committed to a significant capital investment programme for improving the NHS estate. The recent challenges faced during the pandemic have emphasised an even greater need to improve healthcare service delivery and combat rising backlog maintenance within the NHS.

The Pagabo Major Works Framework is well placed to offer NHS customers a compliant and fast procurement route, fully supported by its Relationship Managers, with flexibility for customers to tailor the process to suit their bespoke needs.

We are proud to be on each of the Major Works Framework Lots in England and Wales, amongst other healthcare experienced contractors offering high quality bid returns and a good level of competition to our NHS colleagues.

We have seen some healthcare mini competitions over the past year and our Midlands region are currently bidding an exciting opportunity through this Major Works Framework.



Joshua Armstrong



Jolene McLaren

REFIT AND REFURBISHMENT FRAMEWORK

Our focus and appetite for the R&R framework has gathered momentum over the last 12 months through continual communication to the Interiors board on the commitments made to support this, the only R&R framework in existence. Working closely with Andrew Brookes to shape the work types that come through the framework, our business has been able to increase positive responses to EOIs and mini competition opportunities. This improved project interest has exposed us to enhanced knowledge of the 'active' contractors in each Lot, dispelling the myth that we are up against 10+ contractors for every bid, an initial perception at the early stage of the framework launch. Critically, this increased activity has provided us with tangible feedback for lessons learnt from submissions that were unsuccessful.

Across both Interiors regions i.e. London and Midlands, there are a further six projects in the pipeline with a total value more than £43m over the next 12 months. Josh and Jolene are eager to continue the momentum of direct awards and the winning of mini competition projects with the continual support of Cassie, who ensures that the sites are focused on KPI deliverables whilst implementing improvement plans to support the teams where appropriate to ensure compliance on every project.



Richard Sterling

DEVELOPER LED FRAMEWORK

The Pagabo Developer Led Framework is an exciting new addition to our stable of Pagabo frameworks. Complementing both the Major Works and Refit & Refurbishment frameworks, this framework is one of the first true multi-sector developer led frameworks to come to market. Securing a position on all lots, ensured Willmott Dixon was appointed across all geographical and value bands nationally.

Since its launch there has been keen interest from customers for both mini-competitions and direct awards, with 9 customers having signed access agreements in the first 3 months of the framework being live.

The first mini-competition was released in April and we are in the process of responding to this exciting opportunity for what we feel will be the first of many through the framework.



Your Pagabo team




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