Overview
The key services and skills that Helix brings to ensure customer satisfaction

Projects
We build affordable and private homes for a range of clients, as well as education and more

People
How our team is structured and empowered to deliver exceptional standards

Helix Group
Excellent customer service and the highest quality standards at every step
Introduction to Helix

Founded by Nic Davies and Carl Mulkern, Helix was established to respond to the government call to encourage new SMEs. We are helping to overcome industry capacity issues and assist in the acceleration of new homes. As an SME, Helix aims to actively play its part in helping deliver the government target for 33% of public procurement to be channelled through SME companies.

Helix Group is unique in providing contracting, construction management and development services across housing, education and defence sectors to both public and private sector clients. This innovative approach allows us to easily transfer skills and support across our divisions and offer a diverse but fully linked range of services to our clients.

We have secured and delivered £15m of public and private sector residential projects.

We have significantly increased our public sector portfolio, working with Catalyst Housing, Octavia Housing and Runnymede Borough Council.

Our portfolio of construction management appointments continues to grow.

We have an average customer satisfaction score across all public sector projects of 98%.

Since lockdown, Helix has been selected to work on seven new projects, including £9m worth of affordable and private housing contracts.

Our largest project to date is a construction management appointment to build 185 new affordable houses and flats in Northamptonshire.

We have continued to reinvest into our capital and reserve account, maintaining our objective to build a strong sustainable balance sheet.

Helix Homes is currently working in partnership with Homes England and housing association partners identifying and providing suitable sites for further affordable homes.

We have secured a place on 10 construction frameworks across London and the South East, in sectors including affordable housing, health and defence.

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Introduction

An overview of Helix including our key services, skills and industry accreditations.

Projects

A selection of some of the recent projects Helix has delivered for public and private sector clients.

People

Our business structure and the people who make us tick.

Group Achievements

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Memberships and Affiliations

Helix is a member of The Housing Forum and we contribute to a broad range of agendas connecting housing provision with SMEs. This provides us fantastic insight into what is important to housing associations and the public sector more widely, such as community engagement, sustainability issues and the customer experience. We are also a member of Berkshire Constructing Excellence initiative and the Chambers of Commerce. In addition, our membership of the Local Economic Development forum means we work with local business leaders to find ways of attracting and sustaining new business opportunities within our home town of Newbury and the surrounding areas.

COVID 19 – Social distancing

Helix observes social distancing guidelines on all our projects to ensure the safety of our colleagues and supply chain partners. We have set out site COVID-19 safety guidelines that we keep under continual review and implement across all sites and our head office.

Health & Safety

Health and safety will always remain our highest priority across the business and on any project. We pride ourselves on our ability and experience to deliver our projects in a professional and safe manner. We ensure full compliance with legislation, published guidance, approved codes of practice and safeguard the health and safety of our operatives, site visitors and the general public.

As a CHAS-accredited business, we ensure that our management are well-trained to manage our projects, conduct our own health and safety inspections and related record-keeping. We use an external health and safety consultant to provide expert advice and independent performance assessments across all sites.

Quality control at all stages of a project

We prioritise three areas that underpin control and quality assurance on all of our projects

One – site management behaviour and processes
- We create a quality management document identifying project procedure and best practice
- We create a construction programme that drives progress and supports a sequence of works that retains quality
- We create a benchmark that sets the highest standard
- We enforce strict trade quality checklists with the correct ‘hold’ points

Two – component selection
- Our managers maintain site diaries, recording and communicating quality concerns using ‘Site Audit-Pro’ – an app-based inspection tool
- We plan for all delicate or pre-finished surfaces to be fully protected

Three – Supply chain selection
- Our relationships are based on track record, experience, stability, compliance and ability to drive value and to deliver quality
- Our suppliers are pre-qualified

Quality

Quality is important to our business because we value our customers. We strive to provide our customers with products and services which either meet or exceed their expectations.

We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

Our internal procedures are reviewed regularly and are held in a Quality Manual which is made available to all employees. This policy is posted on the company notice board and can also be found in the staff handbook.

Although our Managing Director has ultimate responsibility for quality, all employees have a responsibility within their own areas of work to help ensure that quality is embedded within the whole company.
Corporate Social Responsibility

Our environmental impact
This is an area that no company can ignore. We are accurately measuring our carbon footprint and establishing an environmental policy to monitor and improve our approach. We are embracing useful new technology such as energy-efficient site offices and also taking simple steps to embed sustainable business practices.

Training and development
Our senior team all benefitted from trainee development programmes and so it is important to us to prioritise investing in our team and supporting personal development. We are supporting staff to achieve professional qualifications and in 2020 started our new graduate trainee programme.

Home Start West Berkshire
Helix is the first and only corporate sponsor for Home-Start West Berkshire. This is an organisation whose volunteers do incredible work helping families with young children to overcome a range of challenges. We have supported voluntary work from day one of Helix and ensure all our colleagues understand our commitment to this and play their part.

Well-being of people and communities
A quarter of all employee absences in the UK are related to mental health issues – this is one of the biggest challenges to employers and is an important focus for us. Helix supports the “Time to Change” employer pledge to change the way we all think and act about mental health. Our Mental Health at Work plan aims to create an open and supportive culture in the workplace, that encourages people to talk about their mental health.

What we Build

Affordable Housing
We are a Design & Build Contractor, experienced in working on all sizes of sites to provide a range of affordable housing tenures to the highest standards that help tackle the housing crisis.

Private Developers
We are partners with a number of reputable private developers across the region, building high-quality new family homes.

Construction Management
Clients such as Catalyst Housing benefit when we combine our range of professional skills and experience and deliver high-quality affordable housing as its preferred construction manager.
HELIX PROJECTS

Case studies of Helix affordable and private housing schemes
**PRINCES PLACE, KENSINGTON**

**PROJECT SUMMARY**
- Affordable housing project for Octavia Housing
- A full design and build contract
- Secure by Design, Lifetime Homes, with NHBC Warranty
- Completed on time and on budget

**KEY FEATURES**
- **Resident Liaison**
  - Key to the success of this project was the clear communication and close liaison with local residents.
  - Our project team was closely supported by our own Resident Liaison Manager.
- **Challenging site access and storage**
  - This project could not be accessed by road and therefore specialist plant and pumping equipment was required throughout construction. By ensuring ‘just in time’ deliveries and close co-ordination of our supply chain, minimum disruption was caused.

**Princes Place**

**Kensington**

Following a two-stage procurement process, Helix was appointed by Octavia Housing as design and build contractor to deliver this challenging affordable housing scheme in Kensington, West London.

This new-build housing project, built to Lifetime Homes standards and in compliance with the London Design Guide, is land-locked between occupied residential properties, without road access and required specialist plant and pumping equipment to construct.

Our technical team provided alternative substructure solutions to reduce the removal of spoil and disruption to local residents.

Key to the successful delivery of this project was ensuring clear communication with local residents. This was led by our own Resident Liaison Manager – Gillian Durrant.

**CONSTRUCTION MANAGEMENT FRAMEWORK**

Helix secured this project following a mini-competition under Catalyst’s Construction Management Framework, on which Helix secured pole position.

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**TURWESTON ROAD, BRACKLEY**

**PROJECT SUMMARY**
- Helix was appointed as construction manager to deliver 185 affordable new houses and flats, the first three of six phases to deliver 350 homes
- Currently working through the pre-construction phase, providing a fully market-tested cost for all six phases, whilst managing pre-commencement on site constraints

**KEY FEATURES**
- The combined value-added from the Helix Group is really important here. This fantastic project demonstrates the value that Helix can bring to the affordable housing sector, as we combine our range of professional skills and experience across both our main contracting and construction management businesses.
- Key site surveys were completed throughout summer, by developing COVID-compliant good practice and social distancing.
- Over £65m of fully market-tested cost planning.
- Working with Natural England to create new ecological habitat for Crested Newts and other wildlife in preparation for development to commence.

**CONSTRUCTION MANAGEMENT FRAMEWORK**

Helix secured this project following a mini-competition under Catalyst’s Construction Management Framework, on which Helix secured pole position.
Bartholomew Street
Newbury

We are delighted to have formed a relationship in which Helix Group fulfils the crucial role of construction manager, as an integral part of our team. Helix Group was appointed because they have an excellent track record and even before formal selection presented a fresh, open approach and added real value to the process.

Duncan Crook, Managing Director at Ressance

PROJECT SUMMARY

- 14 two-bedroom apartments on Bartholomew Street, Newbury
- A construction management appointment, ensuring excellent client cost control, an open procurement process and a high-quality finish

KEY FEATURES

- An exclusive modern development that embodies design excellence and unrivalled quality
- The development was designed to ensure light and space were optimised in every apartment, with an abundance of natural daylight and exceptional energy efficiency
- A High Street location, requiring complex logistical planning and ‘just in time’ material delivery

Mount Ida
Shiplake

PROJECT SUMMARY

- 8nr new detached, high-quality, family homes
- The first in a series of new projects working with respected regional developer Ressance
- Regeneration of existing site, including demolition of existing property
- Timber-frame construction
- Electric car charging points

Client: Ressance
Title: Bartholomew Street, Newbury
Value: £2,000,000
Date: August 2020 – March 2021

Client: Ressance
Title: Mount Ida, Shiplake
Value: £3,000,000
Date: October 2020 – October 2021
**Latimer Academy**

**London**

**PROJECT SUMMARY**

- Helix was appointed to undertake renovation and refurbishment works to a Grade II-listed school building in west London.
- The remodelling of teaching space, staff and student facilities.
- All works to be completed over two phases during summer and half-term break.

**KEY FEATURES**

- The first phase of works successfully completed as planned in seven weeks.
- The second phase of works were completed during the October half-term break.
- Up to 80 construction workers on site each day.
- All works completed in COVID-19 secure conditions.
- First education project completed by Helix Group and our first for the Royal Borough of Kensington and Chelsea.

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**St Georges Road**

**Addlestone**

**PROJECT SUMMARY**

- Helix appointed to design & build nine, two-bedroom apartments in a three-storey block in Addlestone, Surrey.
- Affordable housing for local people.
- Helix continues to build on an existing strong relationship with the council.

**KEY FEATURES**

- There are some significant considerations with this project such as site logistics and traffic management in an existing residential estate. We have been able to demonstrate a high-quality approach, benefiting from our trusted, local supply chain.
- The development started on site in November and will complete by the end of 2021. It is the second project undertaken by Helix Group for Runnymede Borough Council, after completing the refurbishment of six apartments in a six-storey block earlier in 2020.
- The project will benefit from the installation of photovoltaic roof panels to deliver renewable energy.

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The conduct, skill and care of their management was exemplary on all occasions, with a level of client care to an exceptionally high standard. Helix’s Managing Director was available to provide leadership and direction and interface with the client with both attention to detail and high-level strategic awareness to steer the project to a successful outcome.”

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John Blighton, Royal Borough of Kensington and Chelsea
Our people are what sets us apart. We bring years of large contractor experience to an SME - the result is brilliant buildings.
We are a SME Builder, but with years of large contractor know-how across our leadership team. This means high-quality homes and superb customer service every time.

Meet the team...
Nic Davies
MANAGING DIRECTOR
BSC HONS (QUANTITY SURVEYING)

Personal Profile
As Group Board Director, Nic is focused on leading and developing a business that provides a complimentary suite of services covering contracting, construction management and development. He brings his reputation for remaining calm and level-headed under pressure and he will always provide well-considered and balanced advice.

Specialist Skills
Leadership, strategic budget management, community engagement, client engagement

Personal Experience
Nic is a founding Group Board Director at Helix, and he brings 25 years’ experience in the construction industry, including seven years as Commercial Director. This wealth of experience includes the responsibility for delivering annual budgets in excess of £50m, expert knowledge of cost planning, budget assembly, cashflow forecasting, contract negotiations, package procurement, contract administration and commercial monitoring.

David Jowett
COMMERCIAL DIRECTOR
BSC HONS (COMMERCIAL MANAGEMENT), MCIOB

Personal Profile
David brings his extensive experience of commercially managing projects with accurate control of budgets, cost reporting, procurement, contract negotiation and contract administration. At Helix, David is responsible for leading the commercial functions of the business and his responsibilities include overall cost management of all projects.

Specialist Skills
Utilising his knowledge and experience, David ensures our partners are provided with an excellent commercial service to ensure that all the projects we embark upon achieve the high-level goals our clients require. He and his commercial team strive to ensure that they add value wherever possible for the benefit of all parties.

Personal Experience
David has 14 years of experience in the construction industry, starting as a Trainee Surveyor with Wilmott Dixon, where he progressed to senior commercial roles working across a multitude of residential projects. Over these years he gained great experience in high-rise concrete frame projects, together with multi-tenure regeneration schemes using timber frame, light-weight steel frame and traditional forms of construction.

Carl Mulkern
MANAGING & CONSTRUCTION DIRECTOR
BSC HONS (CONSTRUCTION MANAGEMENT), MCIOB

Personal Profile
At Helix Group, Carl is focused on ensuring the highest standards of quality, supply chain engagement, health and safety, and outstanding public and client engagement as the business continues to grow. Carl is also Construction Director of our contracting business, providing Helix Construct with expertise and support in programming, phasing, quality, health and safety and handovers on all projects.

Specialist Skills
Motivating site teams, site quality management, health and safety, community engagement, and delivering to deadlines.

Personal Experience
Carl has 25 years of experience working in the construction industry, starting in site management and progressing to senior operational leadership roles across a multitude of major residential projects. Carl is an expert in project planning, from developing whole-life programmes to monitoring short-term trade milestones. His knowledge of construction technologies, from high-rise concrete frames to low-rise estate regeneration, allows him to critique a wide range of issues of buildability and ensure exceptional final quality.

Charlie Scherer
NON-EXECUTIVE DIRECTOR
BSC HONS, MCIOB

Personal Profile
Charlie is a senior leader of organisations in the contracting, partnership development and services sector. He is experienced in both national and regional roles.

Personal Experience
Charlie has spent the last 10 years leading national operations in the residential contracting and partnerships sector. He is now working alongside selected organisations in the development and contracting sector, supporting the business planning function and practical fulfilment of individual plans. This includes Charlie’s non-executive appointment with Helix.

Charlie’s vast experience has been achieved through roles to include:
- Non-Executive Director, Helix – Start-up SME housebuilder
- Partnerships Director, BoKlok – The Ikea/Skanska modular housebuilder joint venture
- Corporate advisor to Verto Homes – a zero-carbon, smart home housebuilder
- Chief Operating Officer, Wilmott Partnership Homes
- Leadership of the Housing Division, part of the Wilmott Dixon Group, comprising contracting and latterly public/private sector joint venture portfolios. A peak turnover of £279 million with 400 employees across five regional offices
- Regional Director, Leadbitter
- National Housing Director, Rok
**Personal Profile**
Gillian joined the Helix team in January 2020. She has a friendly outgoing personality, excellent communication skills and extensive experience of working within communities. Gillian has volunteered for numerous community charities throughout her career and in recognition of her efforts was elected as the Mayor of Newbury in 2006 - 2007.

**Specialist Skills**
Gillian is customer-focused and she ensures our teams work to the procedures and policies which are tailored to individual client needs.

**Personal Experience**
Gillian assists the teams in achieving and maintaining high levels of tenant satisfaction and performance, assisting with continued and effective communication with residents.

Gillian interfaces between Helix and our clients’ residents and neighbouring communities. Her remit also encompasses engaging with local schools and businesses in order to develop relationships and raise the profile of our industry.

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**Gillian Durrant**
CUSTOMER CARE MANAGER
BA HONS (COMBINED ARTS), CILCA

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**Stephen Laws**
CONSULTANT HEALTH & SAFETY INSPECTOR LIGHTHOUSE SAFETY
CMIOSH, NEBOSH

**Personal Profile**
Stephen joined the Helix team as a Consultant Health & Safety Inspector in 2020. He is the Consultancy Director for Lighthouse Safety Training Ltd and specialises in the construction industry. Stephen works with clients to ensure compliance with statutory provisions and identifies training needs as well as policy and procedures for review. He also conducts site inspections.

**Specialist Skills**
Stephen is highly trained and experienced in all aspect of construction health and safety.

**Personal Experience**
Stephen gained extensive experience working as a health, safety and environmental manager looking after up to nine construction sites. He carried out safety inspections, offered advice as a team member, attended director and safety team meetings providing advice and forward-thinking to improve safety and standards.

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**Stephen Jarrett**
CONSULTANT HUMAN RESOURCES MANAGER
BA HONS ORGANISATIONAL PSYCHOLOGY, DIPLOMA IN HUMAN RESOURCES

**Personal Profile**
Stephen is a very experienced commercial HR Director. He is also an ER manager and caseworker, learning and development trainer, CBT counsellor and author.

**Specialist Skills**
Stephen has excellent people skills, having spent many years facilitating large groups, delivering coaching and training both nationally and internationally.

**Personal Experience**
Stephen previously worked in construction as a project manager after starting his career with a builder’s merchants in sales. He progressed through various trades and then changed career path to human resources and primarily in the construction industry, specialising in HR, training and health and safety.