

## Teesside Shopping Park

### Property overview

Teesside in Stockton-on-Tees has been in the British Land portfolio since 1992. The Park is home to 45 shops including restaurants, attracting 11 million visitors a year and bringing 2,300 jobs to the area at peak times. It is managed by an on-site team, with Colliers CRE acting as managing agents.



### Our use of resources

**We reduced potable water use at Teesside by 31%, saving 1.3 million litres of mains water.** This followed the introduction of a rainwater harvesting system that re-uses rainwater for a range of daily tasks including jet washing walkways, cleaning vehicles and watering plants. The team developed the system as cost effectively as possible, designing it in-house and installing it themselves.



**An estimated 52,000 people used a bus service which was part-funded by British Land.** This made it easier for people to travel by public transport rather than car, easing traffic congestion and cutting carbon emissions. The team also completed a Green Travel Plan and installed 20 cycle racks.

**We reduced electricity use by 16% compared to last year.** This saved 28,000 kWh and cut carbon emissions by 16 tonnes. This was achieved by replacing lightbulbs with energy efficient alternatives and by installing daylight sensors on car park lighting so that lights are only switched on when needed. We are now working with our waste contractors and occupiers to increase recycling. We recycled 10% of managed waste.

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As guardians of the local environment it is important that we do all the right things here. Water and energy conservation have also become key performance indicators for us. We have already implemented water and energy saving measures, and are looking at installing a wind turbine.

**Tony Norris**

Maintenance Manager at Teesside Park

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**This year, Shopmobility Stockton opened a centre at Teesside in partnership with Abbey Health, helping shoppers who face mobility difficulties to get around.** The new centre was officially launched by the Mayor and Mayoress of Stockton-on-Tees. It supplies mobility scooters, wheelchairs, stairlifts, and three-wheeled or four-wheeled walkers. Teesside Park Manager, Mike Clarke, commented: "This is a very valuable service to our shoppers, and I thank Shopmobility Stockton for their efforts in bringing this much appreciated service onto the Park."



**Teesside gained Park Mark status, demonstrating high standards of parking facilities, following an assessment by Cleveland Police.** Acting Police Sergeant, Eddie Lincoln, commented: "Over the years improvements have resulted in a very high standard of security and exceptional management of the facility. Motorists should feel safe in the knowledge that their vehicles are being well looked after." Next year, the Park will aim to retain the award.

“Teesside Park figures very highly on the list of best facilities I have visited over the past 12 months. I would say that it is in the top three out-of-town shopping parks. The management has gone to great lengths in a recent upgrade with extra lighting, CCTV and better traffic management.

**Phil Taylor**  
British Parking Association



**303 children at three local schools received 564 books thanks to funding from British Land.** This was part of a year long project to inspire a love of reading, through the National Literacy Trust's Reading Is Fundamental initiative. In November, bestselling author, GP Taylor, visited North Ormesby Primary School and the children enjoyed dressing up as their favourite book characters for the session. Children's novelist and broadcaster, Tommy Donbavand, who worked with the children in December, commented: "The highlight of my day was meeting the Writing Hero, a wonderfully enthusiastic lad called Kian. As part of his prize, I'm going to write him into the seventh Scream Street book as a character (he wants to be a vampire!)." All of the children will have received six books by the end of the project. The primary schools involved are Newport, North Ormesby and Viewley Hill.



**Teesside sponsored equipment for the First Responder service, whose local volunteers respond to emergency calls.** They provide assistance to people who require medical attention while an ambulance is on its way. Treatment in the first few minutes after an incident can make the difference between life and death. All of the volunteers have been trained by the local ambulance service.

“As First Responders cover a localised area we often arrive on scene first and can begin to treat the patient. In cases of cardiac arrest, where every second counts, getting assistance to the individual as quickly as possible is vitally important.

**Sean Swinton**  
First Responder volunteer



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The children worked incredibly hard in 2008 and we are seeing massive improvements in reading and attitudes to reading. The children love having a visiting author as it really brings writing to life.

**Christine Kemp-Hall**

Headteacher at North Ormesby Primary School

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**75 people from Zoe's Place Children's Hospice, including children with terminal illnesses, went to the local pantomime, thanks to funding from Teesside.**

As a special surprise, two of the main characters visited the Hospice to deliver the tickets. Teesside Park Manager, Mike Clarke, commented: "We have been associated with Zoe's for a couple of years now, but the highlight of our relationship has definitely been the looks of delight on the children's faces when Goldilocks and the Bear walked into their room today." Generous shoppers at the Park also donated 167 gifts to the Hospice, via the Give a Gift Christmas tree.

**Teesside also continued to sponsor local junior and senior football teams.** Whinney Banks Football Club is based in one of the most deprived local areas. Teesside Park Manager, Mike Clarke, commented: "It is good to be involved with a community football team which does great work involving children from a young age in coaching and playing, providing a positive outlet."

**Jane West and family held a Cake Bake Day to raise money for local hospices.** This was part of the Vantis Challenge, which brings together North East businesses and volunteers to raise much needed funds for Zoe's Place Children's Hospice and Hartlepool Hospice. At a recent launch evening, each company registered received £50 to kick start their fundraising, on the understanding that they would at least double their money. There will be an awards ceremony at the end of the Challenge, with prizes for the most original idea, as well as for the most money raised. £700 has been raised so far, with other events to follow. The management team at Teesside Park is hoping to raise £3,000.

Us and our suppliers



**Barrett Environmental won British Land's award for Supplier of the Year for reed bed management at Teesside.** A number of balancing ponds form part of the drainage system at Teesside. These ponds also provide a haven for several protected species including water voles, otter, kingfisher and reed bunting. Barrett Environmental submitted a tender for reed bed management which reduced costs by 75% whilst still offering an excellent quality of service. The work was carried out by experienced conservation workers, in an environmentally sensitive manner and in line with Teesside's Biodiversity Action Plan.

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The workers happily talked to visitors and staff from nearby stores about what they were doing, and why it was important for the drainage and local wildlife. They removed all debris from the ponds, even using some of the cut materials to create habitat piles nearby. Local conservation students are now visiting the site and carrying out conservation tasks around the reed beds as part of their studies.

**Jane West**  
Assistant Manager at Teesside

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