



## Celebrating 25 years at the heart of the Tees Valley

and saying hello to the next 25





# Hello

“  
As Teesside celebrates its 25th birthday, a big thank you to all the partners who’ve helped us contribute to our local area – creating a great place for people to shop and spend time, boosting local jobs, fuelling the regional economy and supporting our local community. We’re delighted to publish this review exploring our social, economic and environmental contributions, informed by a study carried out by Regeneris. We’re all looking forward to the next 25 years!”

**Mike Clarke**  
Centre Manager at Teesside, Stockton resident

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**Teesside centre is located between Stockton and Middlesbrough town centres. It is the UK’s number two retail park, ranked by Javelin.**

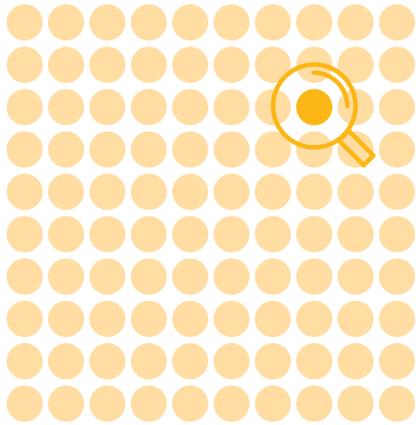
Since opening in 1991, the 475,000 sq ft centre has attracted 150 million visits. Teesside is home to around 50 shops, cafés and restaurants, including some of the best known retail brands in the UK. It is owned by British Land, one of the UK’s leading placemakers.

“  
As Teesside’s owner, we are extremely proud of the role the centre has played in the Tees Valley since 1991. We are continuing to invest in Teesside to ensure it remains an outstanding place for modern consumer lifestyles for the next 25 years.”



**Charles Maudsley**  
Head of Retail at British Land

## Supporting jobs and training



### 1 job in every 100

in the Tees Valley is supported by Teesside, with up to 2,400 jobs at the centre and additional jobs in the supply chain and local communities.



#### 80% local jobs

80% of people who work at Teesside live in the Stockton and Middlesbrough area. 95% live in the Tees Valley.



#### 30 apprentices

currently learning while they earn in Teesside's stores, helping local people grow and developing skills for the future.



#### 5% jobs growth

over the past five years, as we've invested in Teesside and attracted new retail employers to the area, creating around 100 new jobs at the centre.

## Contributing to the economy and taxes

# £50m

#### £50 million contribution

to the Tees Valley economy each year, gross value added (GVA), with contributions to the wider north east economy of £80 million.



#### 6% of all business rates

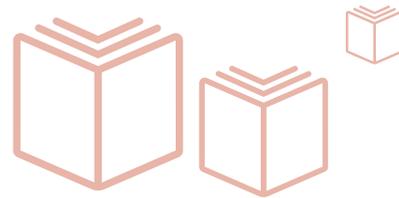
collected by Stockton and Middlesbrough Councils come from Teesside, worth £8.7 million each year.



#### 22% local procurement

with the Teesside team spending around £130,000 with Stockton and Middlesbrough suppliers each year, boosting local businesses.

## Caring for our local community



#### 1,290 school children

have chosen free books and taken part in fun, educational literacy events at Teesside over five years, thanks to British Land's long term partnership with the National Literacy Trust.



#### £234,000 community programme

over five years, benefiting local people, charities and community groups through cash contributions, time volunteering, in kind donations and fundraising.



#### 1,740 bags of goodies

donated by generous shoppers and retail staff for the British Heart Foundation over five years, helping fund vital research and support for people living with heart conditions.

## Looking after our environment



#### 590,000 litres of rainwater

sourced through our rainwater tanks over five years and re-used for watering plants and cleaning, saving mains water and reducing stormwater runoff.



#### 31% less energy use

since 2009, cutting carbon by 860 tonnes and saving occupiers on their energy bills.



#### Zero waste to landfill

with 250 tonnes recycled over the last five years – as much as the weight of 17 double decker buses.

## Providing a great place for local people



**All team members trained in the WorldHost Principles of Customer Service, the gold standard for customer service training, equipped with the skills to welcome and support visitors.**



#### 66% net promoter scores

well ahead of the 28% UK average, reflecting how likely visitors are to recommend Teesside to a friend.



#### 150 million visitors

to Teesside over the past 25 years, with nearly 12 million visits in 2015.

# Supporting jobs and training



“When I got into retail I loved it. Since Simply Be first opened at Teesside five years ago, I’ve been promoted from Store Manager and am now Area Manager for the whole of the north. If you want to progress in retail, the opportunity is there – hard work and enthusiasm really pay off.”

**Simone Payne**  
Simply Be & Jacamo Area Manager and Stockton resident



“We’re like a family at Teesside Costa. My manager is great and I’m learning new things all the time. I was nervous starting my apprenticeship but my mentor says he’s impressed with my work, so I’m doing better than I expected. When I’ve completed my apprenticeship, I want to work towards Barista Maestro and then in a few years Assistant Manager. There are lots of opportunities!”

**Beth Williams**  
Apprentice Barista at Costa and Middlesbrough resident

20-year-old Beth, one of 23 young people who’ve benefited from our retail training programme at Teesside, had been trying to get into retail for a year. Through our training programme, Beth completed a placement at Costa, where she impressed the team so much they offered her a full-time role. Costa has since progressed Beth onto its apprenticeship programme.



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currently learning while they earn in Teesside’s stores, helping local people grow and developing skills for the future.



**5% jobs growth**  
over the past five years, as we’ve invested in Teesside and attracted new retail employers to the area, creating around 100 new jobs at the centre.

# Contributing to the economy and taxes

“Come rain or shine, I’ve been cleaning windows at Teesside for more than 20 years, so I’ve seen a lot of change. I started out working for someone else but now it’s my business. Whenever a new retailer comes to Teesside, the team gives them my contact details. They know we’re good value and do a good job, and it’s good to support local suppliers.”

**Les Peacock**  
Peacock Window Cleaners in Stockton



“It hardly seems possible that I have worked at Teesside for 25 years. If someone had said I’d still be here a quarter of a century later, having come straight from college, I would have thought they were mad!

I have seen Teesside evolve from a bulky goods Retail Park to the High Street line-up we now enjoy. Given the way things are moving the next 25 years should be even more exciting than the previous.

There have been numerous highlights over the years but perhaps the standout was our big opening with Frank Bruno, who then returned for our 20th Anniversary. Hopefully the party for the 25th Birthday will be memorable for the whole Teesside family.”

**Jane West**  
Operations Manager



“We’re proud to have been Teesside’s CCTV partner for almost 25 years. They’re a great client – loyal and always keen to use local suppliers where they can, supporting local businesses and jobs.”

**Ashwin Lal**  
Vizsec in Stockton



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## 6% of all business rates

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## £50 million contribution

to the Tees Valley economy each year, gross value added (GVA), with contributions to the wider north east economy of £80 million.

# Caring for our local community



Hundreds of pupils from local schools come to Teesside each year to take part in exciting literacy events designed to nurture a love for reading, through our ongoing support for the National Literacy Trust's Young Readers Programme. As children who become independent readers are more likely to succeed at school and later on, this can have a dramatic impact on these children's futures.

We're proud to be an Ambassador for Zoë's Place, supporting local families in need. We recently funded specialist swings so children with life limiting conditions can enjoy some playground fun.



“Teesside has been a great partner to Zoë's Place for more than a decade. The whole team has shown fantastic support, raising thousands of pounds, hosting give-a-gift trees and Easter egg tombolas, and funding our family trips every year. This all makes a massive difference to the children we care for and their families. We can't thank Teesside enough!”

**Elaine Dunning**  
Zoë's Place Children's Hospice, Middlesbrough



We're a long term supporter of MFC Foundation, funding educational activities, taking part in fundraising events and hosting the charity's health bus. 20 young people have progressed through our Raise Your Game programme, gaining insights into the world of work, developing life skills and meeting business leaders. Teesside retailers are actively involved in initiatives too, from hosting employability sessions to supporting the Foundation's award-winning Family Zone.

“As a Teessider, it gives me great pride to support the Raise Your Game project with MFC Foundation, Teesside and British Land. It is a fantastic way to support some of the most hard-to-reach children in the area and inspire them to achieve.”

**Ben Gibson**  
Middlesbrough Football Club



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# Looking after our environment

“ The biodiversity work done at Teesside since the early 2000s is really bringing benefits to the habitats and species of the Tees Valley area. Excitingly, we have regionally important species like harvest mice, water vole, otter and kingfisher living on site. The Teesside team also provides opportunities for students to gain practical experience and encourages the use of heritage crafts to further enhance the site.”

**Jonathan Pounder**  
Ecologist

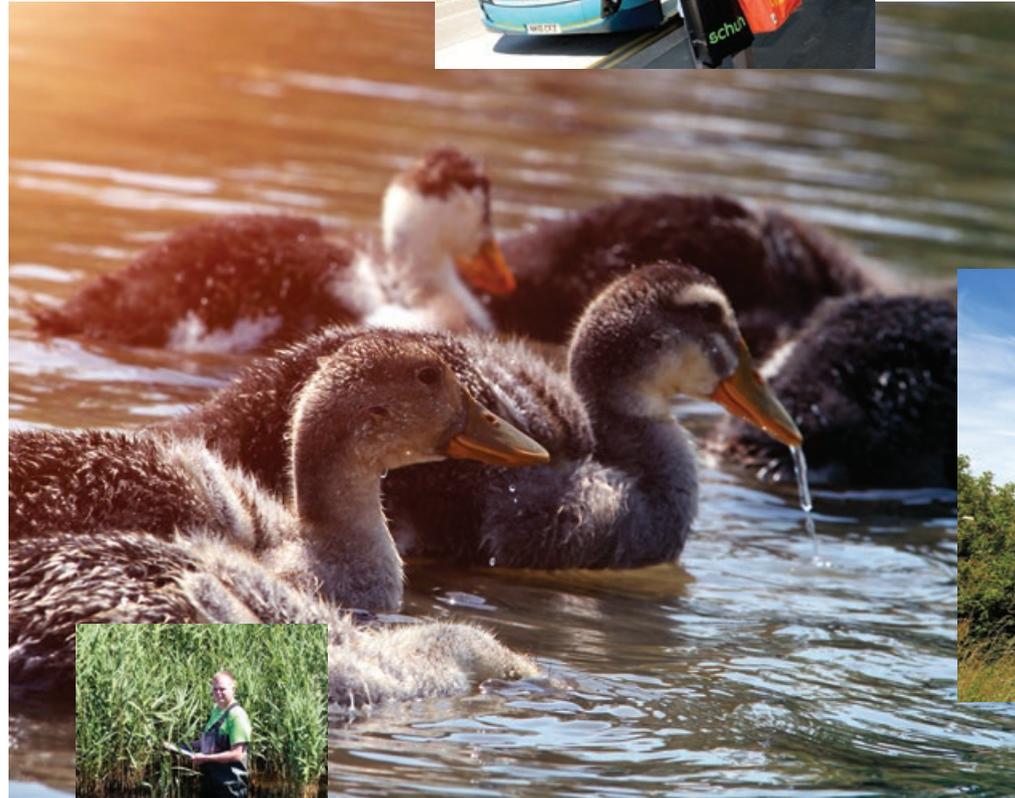
Balancing ponds and reed beds provide a haven for wildlife at Teesside and form part of the sustainable urban drainage system. They are carefully managed by ecologists from Barrett Environmental Ltd. Local conservation students have also gained experience at Teesside, using heritage crafts such as pollarding, hedge laying and reed bed cutting, supporting the practical elements of their qualifications.

There are dozens of bird boxes around Teesside, created by our volunteers, shoppers, school children and local conservation groups. Other features to encourage biodiversity include hedgehog boxes, insect hotels and an otter holt, as well as floating islands on our ponds, used by birds for roosting and nesting.



“ The bus service offers a convenient, environmentally friendly and cost effective form of transport for shoppers and Saturday retail staff alike.”

**Councillor Nigel Cooke**  
Stockton-on-Tees Borough Council's Cabinet Member for Regeneration and Transport



**590,000 litres of rainwater**

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# Providing a great place for local people



“ I always go to Teesside. It’s a lovely place and has a real buzz about it. I meet my friends there and take the grandchildren each week. It’s the social side I like. My own children were young when Teesside opened and now I take my grandchildren there. You can’t believe how time flies.”

**Sheila of Ingleby Barwick**  
A regular visitor of Teesside and Sales Assistant at Laura Ashley

“ Teesside has evolved incredibly over the 25 years, becoming somewhere people come and spend all day now. It’s got a diverse range of retailers and attracts people from near and far. Sports Direct trades really well here. We compete with some of the biggest stores in the biggest cities in the UK, which is pretty impressive.”

**Rob Stewart**  
Store Manager at Sports Direct and Stockton resident

Teesside is happy to be a Dementia Friendly destination, with every member of the team Dementia Friendly trained, so they understand how they can make a positive difference for vulnerable visitors. The centre also offers Buddi GPS equipment free of charge to people with dementia and their carers, putting help at hand at the touch of a button.



Teesside’s line up of brands is constantly being refreshed to delight shoppers. Amongst the new brands Teesside has attracted to the area are Moss Bros and Paperchase. Top brands include Marks & Spencer, Next, Boots, WHSmith, New Look, River Island, H&M, Outfit and TK Maxx. Teesside is also home to several new concept stores, including Schuh and Simply Be’s first out-of-town stores.



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# Find out more or get in touch

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We welcome your feedback.

For the full methodology statement by Regeneris on Teesside's economic contribution, visit [www.teessideshopping.co.uk/regeneris](http://www.teessideshopping.co.uk/regeneris)

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