

Urban Design & Building Services

Issue 4

NEWSLETTER

D E S I G N A N D M A I N T E N A N C E

Welcome to our latest newsletter

The UDBS team is continuing at pace in delivering projects across Sandwell and I am pleased to share with you in this newsletter some of their achievements.

This issue spotlights works carried out by the design team including new housing development at Beaver Road, Tipton, access improvements at Fallings Heath Cemetery and changing room refurbishments at Britannia Park, Rowley Regis.

Sandwell schools visiting Plas Gwynant Outdoor Education Centre in North Wales will get an improved experience following an upgrade to their hot and cold water system delivered by our M & E team.

UDBS continue to strive to deliver an outstanding service and independent validation of this commitment came in the form of our latest ISO9001 assessment when UDBS secured the standard for a further 3 years. I'm also pleased to share that they have retained the Customer Service Excellence Standard for a further year.

I am very proud of these outcomes and thank everyone in the team for their commitment to delivering a great service.

Throughout the year UDBS contractors have given generously as part of their social value commitment to working in Sandwell and I would like to express my thanks for their numerous contributions throughout the year.

Thank you for your continued interest and support of UDBS.

Seasons Greetings and Happy New Year!

Luke Dove

Assistant Director – Property, Strategic Assets & Land



Page
3

Tipton LUF



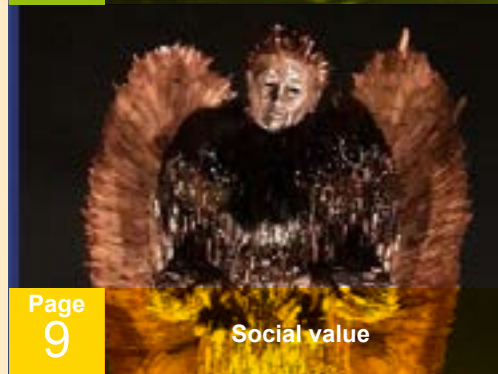
Page
6

Britannia Park



Page
7

Lion Farm Low Rise



Page
9

Social value

ISO 9001 Accreditation

A mark of high quality: we're proud to retain ISO 9001 for the fifteenth year running.

Urban Design and Building Services (UDBS) recently underwent a recertification audit with the Centre for Assessment (CfA). We're proud to have retained ISO 9001 quality management registration in all areas of our activity - for the fifteenth year running!

What are ISO standards?

ISO stands for International Organization for Standardization. The ISO 9000 family is ISO's set of globally recognised quality management systems. ISO 9001 in particular ensures organisations meet all their statutory and regulatory requirements to give their customers and stakeholders consistently high-quality goods and services. It looks at several quality management principles, including customer focus, process approach, evidence-based decision making, and continual improvement.

UDBS and ISO 9001

For UDBS, maintaining an effective quality management system is vital to our work in designing and maintaining buildings for public-sector clients. We first achieved ISO 9001 registration in 2009. Our commitment to retaining it through the intervening years has resulted in many improvements to our service delivery.

In June 2024 we welcomed our recertification audit with the CfA – a national provider of accreditation and certification for UK organisations.



Following their thorough examination of all areas of our activity, the CfA assessor was happy that UDBS is continuing to demonstrate a thorough and effective quality management system, supported by clearly defined systems. And so we have retained our ISO 9001 registration for the fifteenth year running.

'Commitment to high quality'

Luke Dove is Assistant Director – Property, Strategic Assets and Land. He said: "Retaining ISO 9001 registration since 2009 is an outward mark of UDBS' commitment to high quality, customer satisfaction and continuous improvement. It also reflects the hard work that goes on from our team throughout the year, as we constantly challenge and analyse the services we deliver."

"Thank you to everyone for upholding this level of high quality – we can all be very proud of the service UDBS delivers to Sandwell Council and external clients."

For further information please contact: UDBS_customercontact@sandwell.gov.uk

Tipton LUF



£20million boost for Tipton Town Centre.

We're excited to share that Sandwell Metropolitan Borough Council (SMBC) has been awarded £20m from MHCLG as part of the Capital Regeneration Programme funding. This funding will be crucial for redeveloping three key areas within Tipton town centre, driving regional regeneration.

As project managers for this transformative initiative, UDBS will oversee the demolition phase following the successful assembly of the site by our partners. Our multi-disciplinary team has coordinated and completed the concept design up to RIBA Stage 3 –

Planning. We are focused on getting the project to tender to meet our planned timelines.

We anticipate some challenges during the initial demolition phase, with a strong emphasis on ensuring the safety of existing residents and buildings. After demolition, thorough site investigations will take place to prepare for the next stages of development.

Stay tuned for more updates as we work towards revitalising Tipton!

For further information please contact: UDBS_customercontact@sandwell.gov.uk

Plas Gwynant



Boost to hot and cold water system by our mechanical and electrical engineering team.

We are excited to share an overview of one of our latest projects at Plas Gwynant, located in beautiful North Wales.

Historically, this facility faced challenges with poor water pressure, which impacted the quality of service provided to its visitors.

To address these issues, UDDBS was proud to take on the roles of procurement, design, and oversight for the planned works, partnering with Dodd Group as our contractor to implement the solutions.

Thanks to funding from PMA Capital, we successfully installed a boosted water set that greatly enhances both hot and cold water services. In addition to this upgrade, we replaced the existing hot water calorifiers with high-efficiency, quick-recovery models, ensuring a reliable and sustainable supply of hot water.

One of the unique challenges we encountered was the Centre's remote location, which necessitated the development of innovative solutions for the efficient and timely implementation of our project.

A key feature of this project was the installation of a state-of-the-art filtration and UV system for the grey water components, significantly enhancing the sustainability of the facility's water management system. We are genuinely excited about the positive impact these upgrades will have on the children and the wider community served by the Sandwell Residential Education Service.

For further information please contact: UDDBS_customercontact@sandwell.gov.uk.

Beever Road

Beever Road is a housing development in Tipton with 10 bungalows and 8 apartments. There is a mixture of adaptable and wheelchair-accessible units across the site.

The development has been designed by UDDBS and is being managed on site with UDDBS as contract administrator, architect, structural engineer, and landscape architect. SMBC's Housing Partnership team, under Regeneration & Growth, is delivering the project to support the council's need for additional social housing.

Historically, the site houses some prefabricated postwar dwellings, which were then demolished and made way for allotments. Following this, the site was an underutilised grassed area that was prone to fly tipping and anti-social behaviour.

As with several sites in Sandwell, the ground conditions and location of existing constraints have proven particularly challenging at Beever

Road. As an example, there are mineshafts, existing watercourses, and contaminated ground that required careful consideration as part of the design development.

The project has been collaboratively developed with a very experienced project team to ensure the provision covers both the needs of residents waiting for housing and those of the local area. In addition to this, the project has been designed with care for the existing setting, providing wildlife habitat areas, open swales, and 'protected' pedestrian footpaths to allow safe pedestrian movement around the newly formed street, with attractive planting for both visual pleasure and habitat creation. The project is currently being built on site by J. Harper and Sons Ltd. and is being funded through both the HRA budget and grant funding provided by Homes England.

For further information please contact:
UDDBS_customercontact@sandwell.gov.uk

Housing development at Beever Road, Tipton.



Britannia Park



Construction of a modern, low-carbon community building.

The Britannia Park development project in Rowley Regis is currently in progress, with funding provided by Sandwell Council and the government Towns Fund. This initiative aims to enhance the park's infrastructure, facilities, and environmental quality to benefit residents and surrounding communities.

A key highlight of this project is constructing a modern, low-carbon community building that will serve as a central hub for grassroots football teams. The facility will include four changing rooms, two referee rooms, a community-accessible WC, and a plant room.

Urban Design and Building Services (UDBS) is honoured to be involved in this project, providing project management, design, quantity surveying, and structural services for the changing room block. We have partnered with external experts for mechanical and electrical design to ensure the facility is efficient and sustainable.

Our architects have meticulously planned the changing room layout to meet the standards set by the Football Foundation, prioritizing accessibility, inclusivity, and sustainability. The building will be cost-effective, require minimal upkeep, and blend harmoniously with the park's natural surroundings.

Although our initial approach was for a modular-style building, we have opted for traditional build procurement to expedite the construction process. Work is already underway on-site, aiming for completion by Winter 2024.

Furthermore, our landscape architects will soon begin enhancing the pitches at Britannia Park by implementing additional drainage improvements. This project promises to be a valuable asset to the community, and we eagerly anticipate the upgraded facilities providing a fantastic experience for local football teams. For further information contact:

UDBS_customercontact@sandwell.gov.uk

Lion Farm Low Rise

In furtherance of the Lion Farm Estate's development, UDDBS and contractor Lovell are currently engaged in refurbishment works on the low-rise housing blocks — Windermere, Derwent, Coniston, Ullswater, and Rydal — this project aims to enhance the aesthetics and functionality of the estate.

Our initiative seeks to rejuvenate the residential buildings by adding 4 new flats and renovating the existing low-rise blocks. The refurbishment will include the addition of a new floor to each block, creating 4 additional adaptable standard flats per block, along with new lifts, exterior finishes, refurbished flats, and improved landscaping and parking amenities.

The proposed enhancements will feature upgraded ventilation systems in all existing flats to enhance internal environments for tenants, along with improvements in thermal efficiency, window and door replacements, and upgrades to 60 existing flats within the low-rise blocks.

Additionally, the redevelopment will also encompass the refurbishment of the flats and shops block on Hartlebury Road, completing the Lion Farm site's overall transformation and unifying all housing blocks.

Executing work within occupied flats was a key aspect of our project, requiring careful planning and coordination to minimize resident disruptions. We prioritized clear communication with tenants, tailored work schedules to accommodate their needs, and implemented measures to mitigate noise and dust to successfully carry out construction activities on site.

An important highlight of this project is the focus on design coherence. It was imperative to ensure that the low-rise components seamlessly integrated with the newly constructed high-rise flats on the Lion Farm Estate, necessitating the incorporation of similar architectural elements and materials to maintain a unified aesthetic throughout the development.

Construction work is currently on site, with an anticipated completion date of summer 2025.

UDDBS has overseen the MDT design services from stages 2–5 and will continue to manage the project throughout construction until its culmination. For further information please contact:

UDDBS_customercontact@sandwell.gov.uk



Customer service



Customer Service Excellence retained.

We are delighted to have retained the Customer Service Excellence (CSE) standard, achieving 'Compliance Plus' recognition in the category of information and access.

CSE is a national accreditation, giving organisations a way to measure and continually raise their levels of customer focus.

A CSE standard lasts for three years, but the organisation holding it must undergo a stringent independent assessment every twelve months.

UDBS has held CSE since 2015.

Among the assessor's feedback in our latest assessment was praise for "strong leadership" from UDBS' senior management, and "determination to provide a quality service to all their customers". They also noted "real focus on customers by staff".

We are delighted to have retained this independent validation of UDBS' customer focus and thank our brilliant team members for their caring approach.

For further information please contact:
UDBS_customercontact@sandwell.gov.uk

**CUSTOMER
SERVICE
EXCELLENCE[®]**



Social value



Recognising suppliers who give back to Sandwell.

Throughout the year UDBS contractors have given generously as part of their social value commitment to working in Sandwell.

Dodd Group

- Have worked closely with their sub contractors in setting up a food pantry at Murray Hall Community Trust supporting local families and young people.
- Illuminated the Knife Angel sculpture with support from TamLite, on its recent temporary insulation in Oldbury Town Centre.
- Employed a Sandwell resident as an apprentice to work on the Sandwell contract.
- Donation of a Christmas tree to support the UDBS Bring a Bauble to Work day in support of the Mayors charities.

GRAHAM

- Attended the Shape Youth Fest in the Careers Zone, which was a great success.

- Completed internal decoration works at Langley Library.
- Supported George Salter Academy with mock interviews for Year 12 students.
- Donation of raffle prizes for the UDBS Bring a Bauble to Work day.

Lift & Engineering Services

- Donation made to Sandwell MBC's Christmas Toy appeal
- Black Country Foodbank donations throughout the year.
- Holding of Macmillan coffee morning
- Employment of a Sandwell Resident as an apprentice to work on the Sandwell contract.

Thank you also to:

GRAHAM, Dodd Group, SWG, Interclass, Hydrex and AR Demolition.

for their generous donations to the Corporate Parenting Care Experience Christmas voucher initiative with a total of £430.00 being donated.

For further information please contact:
UDBS_customercontact@sandwell.gov.uk



Useful contacts:

Design Manager - helen_coldicott@sandwell.gov.uk

Asset Manager - lee_constable@sandwell.gov.uk

General enquiries - UDBS_customercontact@sandwell.gov.uk

Website - www.udbs.co.uk