

Urban Design & Building Services

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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

I am pleased to share updates on projects currently underway and recently completed by our multi-disciplinary team at Urban Design and Building Services (UDBS).

In the following pages, you will find details of the team's involvement in several high-profile developments, including new affordable housing schemes at Hawes Lane, Coppice Street, and Highams Close, along with the latest progress on the new Haden Hill Leisure Centre. With refurbishment works at the Friar Park Millennium Centre now complete and construction beginning on the new changing facilities at Hydes Road, these projects demonstrate Sandwell Council's continued investment in the future of the borough. This investment is focused not only on delivering new, sustainable facilities but also on enhancing and modernising existing sites for the benefit of local communities.

As we showcase UDBS's expertise and achievements, I would like to thank everyone within the team for their continued dedication and commitment to delivering an excellent service. Their hard work has contributed to the successful retention of both our ISO 9001 certification and Customer Service Excellence accreditation.

I would also like to thank all our customers for their continued support of UDBS. If you have any work requests or enquiries, please contact us at:
udbs_customercontact@sandwell.gov.uk.

Dermot Whelan

Interim Head of Property Operations



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Customer Service and Quality Management

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



Urban Design and Building Services Retain ISO 9001 Quality Management

Urban Design and Building Services (UDBS) recently underwent their annual surveillance visit by Centre for Assessment (CfA) and successfully retained ISO 9001 Quality Management registration for all their areas of activity.

The assessor agreed that UDBS continue to demonstrate a thorough and effective quality management system, supported by clearly defined processes.

Maintaining an effective quality management system has encouraged each section to regularly analyse and challenge all aspects of its services. This includes employee involvement and customer feedback, which has resulted in many improvements in service delivery since first achieving registration in 2009.

The continuation of ISO 9001 registration for UDBS professional services recognises the commitment to quality, customer satisfaction and continuous improvement the service area has strived for.

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Hawes Lane



Hawes Lane is the development of 7 houses, 2 bungalows and 6 apartments.

Sandwell, in partnership with TR Partnership Homes Limited is excited to announce the development of a new council housing scheme that promises to bring much-needed affordable housing to the community. Located in Hawes Lane Rowley Regis, this state-of-the-art development will provide high-quality, affordable homes for rent for families, addressing the growing demand for accessible housing in Sandwell.

With a range of 1 bedroom apartments and 2/4 bedroom housing, the development caters for M4 (3) Bungalows (fully wheelchair suitable) and M4 (2) adaptability to all other properties. The 4 bedroom Hybrid unit has a bedroom on the ground floor with a fully compliant wheelchair shower room. Designed with a focus on sustainability, modern amenities and community well-being, the development can cater for a wide range of tenants.

The development incorporates the latest Air Source Heat Pump system, with solar panels

to all the houses and bungalows. Care has been taken to reduce the impact of road noise from Hawes Lane, within all the dwellings, with acoustic enhanced windows to all properties fronting Hawes Lane. Part O of the building regulations has been met, so habitable rooms where necessary have ventilation without having to open windows.

The site has been a difficult development with a challenging topography to incorporate within the design stages, making use of land which may not be undertaken by commercial developers. The development completes what otherwise may have remained un-utilised land within the borough.

The project is part of the Council's broader commitment to addressing the affordable housing crisis and ensuring that our residents have access to safe and sustainable homes. The housing development will provide long-term benefits to the local economy and is a testament to our commitment to improving the quality of life for all members of our community.

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West Bromwich Town Hall and Library

Constructing Excellence West Midlands Awards

✨ Highly Commended Recognition ✨

Huge congratulations to UDBS for being one of the Highly Commended nominees at the Constructing Excellence West Midlands Awards 2026.

West Bromwich Town Hall and Library in the Regeneration & Conservation category stood out to the judges for its quality, impact, and commitment to excellence across the built environment.

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Haden Hill Leisure Centre

New Leisure Centre is progressing well!

Sandwell Council has secured £20m from the government's Levelling Up Fund, towards the redevelopment of Haden Hill Leisure Centre in Cradley Heath.

This project will replace the current centre at Barrs Road, Haden Hill with brand new swimming and leisure facilities.

The new centre is expected to have a main six-lane pool, a learner pool, wet and dry changing and storage facilities, a four-court sports hall, a 100-station gym, an indoor cycling studio, two dance studios and a café.

The replacement leisure centre will create a modern and attractive building in the heart of Cradley Heath, improving the look of the area and further increasing the pride that the local community has for its town.

Urban Design and Building Services (UDBS) is delighted to have a project management role in the delivery of the construction.

Excellent progress continues on site at Haden Hill Leisure Centre, with the structural steel frame now nearing completion.

Over the coming weeks, works will focus on the installation of metal decking, roofing systems, and internal concrete slabs. These key activities will further advance both the building structure and envelope, maintaining momentum as the project moves into its next phase.

Anticipated completion date of Spring 2027.

For further information please contact:
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M&E Summer Projects



Delivery across schools

Building Services is delivering a significant programme of capital investment projects across schools during the summer holiday period, replacing aging and failing building elements that have reached or are coming to, the end of their serviceable life.

The projects include:

- Flat and pitched roof covering replacements
- New windows and glazing installations
- Playground resurfacing works
- Internal refurbishment projects
- Boiler House Refurbishments
- Replacement Heating Distribution Pipework
- Partial Replacement Heating Pipework

These improvements will help provide safer, more sustainable, and modern learning environments for pupils and staff when schools reopen.

The works are being delivered by our term service contractors, GRAHAM FM and Dodd Group, who continue to work closely with the Building Services team to ensure projects are completed safely, on time, and within budget.

A great example of collaboration and commitment to improving educational facilities across our schools.

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Coppice Street



The Coppice Street project, based in West Bromwich, is moving well along in its construction period. Once completed, the scheme will provide 10 new high-quality dwellings for affordable rent – which will include a mix of bungalows, and 2 and 5-bedroom houses.

These larger 5-bed homes will be able to support extended family groups of up to 8 persons, and will be the first of their size available within the Borough. The two bungalows have been designed to address accessibility needs, with one of them being fully adapted.

The design and project management is being undertaken by Urban Design

and Building Services (UDBS), and the programme management through Housing Partnerships.

The scheme is being delivered by local Main Contractors, Interclass; who have worked closely with Sandwell Council on other community supporting schemes. These previous projects were built to an extremely high standard, for which UDBS are proud to have been involved in.

We and the team at Housing Partnerships look forward to seeing the completion of these homes.

For further information please contact:
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Hydes Road Changing Rooms



New Changing Facilities for Hydes Road

A significant investment in community and sporting infrastructure is now taking shape at Hydes Road, as part of the Wednesbury Town Fund programme.

The previous changing facilities had reached the end of their serviceable life and were demolished in January 2026 to make way for a modern, purpose-built replacement facility.

Prior to construction, specialist ground stabilisation works were undertaken due to the site being located above areas of shallow historic mining activity. These essential preparatory works have helped ensure a stable foundation for the new development.

The main contractor commenced construction in June 2026, with completion anticipated in early 2027.

The new building has been designed to provide high-quality facilities for sports teams, match officials and the wider community.

The development will include four separate changing rooms, each equipped with showers, toilets and changing areas, together with two dedicated referee changing rooms. At the heart of the building will be a community space featuring accessible toilet facilities and a tea bar, creating a welcoming hub for local groups and visitors.

Constructed using traditional building methods, the facility has also been designed with sustainability in mind. The building will be electrically powered and will incorporate photovoltaic (PV) panels on the roof to help generate renewable energy and improve the environmental performance of the development.

This scheme will provide a modern and inclusive facility that supports grassroots sport, community activity and local participation for years to come.

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Highams Close



The Highams Close housing scheme in Rowley Regis is now complete, marking the final stages of an exciting new development designed to address affordable housing needs in Sandwell.

The scheme has delivered six high-quality dwellings for affordable rent. These include two semi-detached and four detached homes, each with four bedrooms, tailored for families looking for spacious and comfortable living spaces.

Urban Design and Building Services (UDBS) has proudly taken the lead as the main designer for this project, managing the architectural, structural, and landscaping aspects. This collaborative effort is part-funded by Homes England and commissioned by Sandwell Council's Housing Partnerships Team. Welch & Phillips were the main contractor.

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Social Value

BIG Thanks to our amazing contractors Dodd Group Ltd and GRAHAM who are continually carrying out social value projects. Below is a summary of the past years commitments.

GRAHAM:

Over the past year, they have delivered 44 volunteering hours supporting a range of initiatives, including Customer Service Week, the Wodensborough Careers Fair, Tea with the Mayor, and an Easter Egg Donation campaign. These activities have provided valuable opportunities to engage with local residents, support young people exploring future careers, and strengthen links with community partners across the area.

They have also contributed £4,338 in donations to support organisations and community initiatives. Including sponsorship of the We Are Sandwell Awards, a donation to the Coneygre Centre, and support for the Easter Egg campaign.

Dodd Group Ltd:

Over the past year, the Dodd Group Sandwell Commercial Team have successfully

completed 24 social value initiatives, creating over £30,000 of social value through practical improvements, volunteering, charitable support and community investment. Every project has been driven by one simple goal: to leave a positive legacy wherever they work and to support the people and places that matter most.

These projects include supporting community centres, schools, charities and public buildings with a wide range of improvements, including energy-efficient lighting upgrades, electrical safety testing, free boiler servicing, the installation of life-saving defibrillators and bleed kits, repairs to public facilities, and enhancements to local community spaces. They have also supported events such as Sandwell Valley Summerfest, invested in fundraising initiatives including Smile for Joe, delivered interview skills workshops, organised community litter picks, and provided practical support to libraries, and local organisations.

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Millennium Centre



Newly refurbished community centre

The project at the Millennium Centre, Friar Park, has now been completed to form a newly refurbished Community Centre including a new cafe and library as well as a newly constructed multi-purpose community space.

The Millennium Centre in Friar Park Road, Wednesbury, was refurbished alongside the construction of a multi-purpose community space for 150 people.

The Community Centre already houses a nursery and children's play area, dance studio, sports hall and meeting spaces and the project has enhanced the services that the centre can offer.

The project forms part of the £20m "levelling up" fund awarded to Sandwell Council including making improvements to Wednesbury town centre and help build a new 600-home estate in Friar Park.

The main contractor, Seddon, has worked tirelessly to complete the project working closely with the project team and Millennium Centre staff. A big thanks to all involved.

For further information please contact:
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