



Sandwell Council: Residential Refurbishments

Sandwell Council manages council-owned houses and flats across the six towns within its borough – Oldbury, Rowley Regis, Smethwick, Tipton, Wednesbury and West Bromwich. In a drive to make its properties warmer, safer and more visually appealing, the council sought a trusted partner to deliver a diverse range of refurbishment works.

The solution

That partner came in the form of Building Solutions – the specialist building and refurbishment arm of VINCI Facilities.

Since the partnership commenced 15 years ago, Building Solutions has secured ten contracts with the council, encompassing its Decent Homes programme, replacement windows, externals, aids/adaptations and void work contracts. With works totalling £202m+ having been delivered to date, these contracts have seen Building Solutions conduct internal and external refurbishments to 18,750+ homes.

Over the course of the past 15 years, Building Solutions is the only contractor that’s remained continually appointed by the council, enabling it to forge a true partnership and lend stability to the transformation of the housing stock.

The partnership continues to flourish due to the following areas of focus:

Continuous improvement through digital solutions

Building Solutions has worked collaboratively with the council to create a bespoke digital solutions strategy that’s specifically tailored to the needs of social housing projects.

This sees Building Solutions’ team members equipped with tablets, enabling them to efficiently conduct surveys, log quality standards, monitor permits to work and gather customer feedback, with all data being instantly synced to a shared data environment.

Crucially, the partnership’s new digital solutions strategy provides a major step-change in the standard of communication. Through the use of the industry-leading platforms such as Microsoft’s PowerBI, all parties are able to view real-time data on the contract’s performance. This, in turn, is enabling opportunities for Lean initiatives and efficiencies to be identified with a view to driving improvements in productivity, costs and carbon emissions.

Gulshanara Begum, Customer Care Coordinator at Sandwell Council, commented: “We were impressed with the support from senior management and the enthusiasm shown by everyone to deliver the digital project. It’s a real transformation!”

Social value

Building Solutions’ work goes further than refurbishing the properties – its wider focus is on providing added value by supporting the council to improve the lives of its tenants and their local communities.

Utilising a sector-leading social value framework (developed in partnership with Social Value UK), Building Solutions is able to quantify the exact financial worth of its social support. This model calculates that Building Solutions has delivered £3.47m worth of social value within Sandwell since the partnership began.

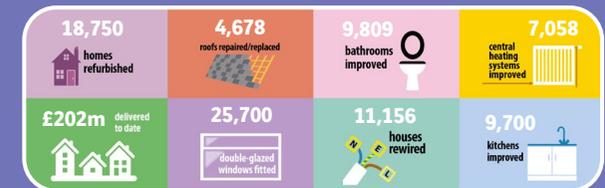
Gulshanara Begum commented: “It’s a cliché to say it’s about more than bricks and mortar, but that’s what Building Solutions have done. They’ve gone into the community to see what more they can do.”

SCOPE OF WORKS

- » Kitchens.
- » Bathrooms.
- » Heating systems.
- » Double-glazed windows.
- » Doors.
- » Electrical rewiring.
- » Roof repairs.
- » Environmental works.
- » External rendering.
- » External wall insulation.
- » Void works.
- » Major adaptations, including the installation of ramped access, level access showers, and bedroom and shower room extensions.

KEY RESULTS

- » Building Solutions has achieved an average customer satisfaction score of 9/10. Furthermore, the council rated Building Solutions “better” than its competitors, and was “very likely” to recommend it to others.
- » Simon Parry, Business Manager – Capital Investment at Sandwell Council – commented: “First and foremost, the partnership is about improving people’s council properties – and Building Solutions has done an excellent job throughout.”



BUILDING SOLUTIONS

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