



Dodd Group



Supported Living

Collaboration, Commitment, Care

ABOUT US



1000+
DIRECTLY EMPLOYED
STAFF INCLUDING
500+ ENGINEERS

A grid of 1000 small orange icons of a person wearing a hard hat, arranged in 10 rows and 100 columns.

**WORKING IN OVER
360,000**
 360,000 small orange house icons arranged in 10 rows and 36 columns.

**PROPERTIES
NATIONWIDE**

A green bar chart with four bars of increasing height, topped with a green arrow pointing upwards.

**£197m
TURNOVER**

**£500m+
ORDER BOOK**

An orange icon of an open book with checkmarks on its pages.

21 21 small orange building icons arranged in a 3x7 grid.

**OFFICES
ACROSS
ENGLAND
AND WALES**

R³SPA
Gold Award
**WINNERS
2019-2023**

A logo for the Building Communities Awards 2023, featuring a cluster of colorful 3D cubes.

**BUILDING
COMMUNITIES
AWARDS 2023**

**WINNERS
CONTRACTOR
OF THE YEAR**

**MEMBERS
OF THE**

A logo for the Social Value Portal, featuring a stylized 'S' made of colorful segments.

**Social Value
Portal**

Have you seen our other brochures?



Supported Living



Building and Retrofit



Facilities Management



Property Care



Decarbonisation

Dodd Group Summary

At Dodd Group we are proud of our heritage, having remained a family-owned business since our formation in 1947. The family values instilled within our company ensure that we make a real difference to the communities in which we operate. We provide affordable and energy-efficient electrical, mechanical, and building fabric design, installation, and maintenance services to circa 360,000 properties across the UK.

Providing National coverage from 21 Regional offices our established teams deliver exceptional day-to-day service for our clients. Our Head Office in Shropshire, provides centralised support for QHSE, welfare, fleet, waste management, IT and Social Value. We pride ourselves on our well-developed local supply chains with long-standing working relationships.

With over 1000 directly employed colleagues we have a wealth of technical expertise at our client's disposal. We operate to the highest standards with an abundance of tried and tested procedures/processes within our governance frameworks to ensure safety, quality, and value.

Supported Living at Dodd Group

We work with Local Authorities and Housing Associations that specifically look after the elderly and those that need additional care - including medication, sensory stimulation and personal care. Individuals are also supported in accessing community services and meaningful day activities which provide new experiences and challenges.

Understanding that service provision priorities are different, our staff are thoroughly trained in safeguarding, dementia awareness, patience, respect and understanding. They are empowered to find flexible solutions to accommodate customers with differing vulnerabilities, learning disabilities and other needs.

We model our service delivery on TPAS Resident Engagement Standards, with Tenant Liaison Officers a key to our success. We work closely with our customers support networks including families, carers and occupational therapists; and liaise with estate, facility and building managers utilising their detailed knowledge to design bespoke solutions.

Our services include: Aids and Adaptations, Mechanical and Electrical solutions, day-to-day repairs - we have an annual turnover of £9.9m.

CASE STUDY

EXTRACARE

PROJECT DETAILS

Contract Type: Domestic, Commercial

Value: £4m p.a.

Duration: 2021 – 2031 (5-years + 5-year extension option)



Scope of works

The ExtraCare Charitable Trust is a not-for-profit housing developer operating retirement villages and care homes across the Midlands and the South of England. Dodd Group cover properties located in Birmingham, Solihull, Coventry and Nottingham including ExtraCare's head office.

Works are split into four categories:



Responsive Maintenance including
Emergency Works and Out of Hours
Emergency Callouts



Void Property/change of
Occupier Works



Domestic/Communal Gas Servicing
and Maintenance



Communal Mechanical and
Electrical Works

Works within these categories include:

- Heating and electrical works
- Painting and decorating
- Kitchen installations
- Bathroom installations
- Excavation and earthwork
- Demolition
- Asbestos works
- External building works
- Drainage
- Concrete, Brickwork and block-work
- Roofing
- Carpentry and joinery
- External door replacement
- Window replacement
- Plaster-work and other floor, wall and ceiling finishes



2100+ PROPERTIES:



680+
LEASED



820+
SHARED



610+
LANDLORD

Communication

We understand that residents can sometimes feel vulnerable around new faces, and high volume occupancy buildings can be stressful for client teams. We ensure clear and effective communication at all times.

For Residents

We have a dedicated, highly visible, Resident Liaison Officer providing a friendly point of contact. They advise residents of any reactive or planned maintenance works, and for any larger works undertaken in their properties or in communal areas.

We hold monthly Street Meetings with the Village Manager, ExtraCare's Head of Facilities, our Contract Manager and Supervisor. This provides the opportunity for residents to raise questions and provide feedback.

In addition, Dodd Group and ExtraCare staff meet weekly in the site foyer, for open drop in sessions with residents forging positive relationships and addressing concerns directly.

Dodd Group host customer engagement events where we promote digital inclusion, providing training to residents on how to manage services online and make the most of any new technologies introduced to their facilities.

Site Teams

We ensure the teams know when we are on site, why, for how long and when we will be back to complete/progress works.

We meet Village Managers and the ExtraCare maintenance team face-to-face each week to discuss scheduled works, any issues and updates, working collaboratively with their team to maintain a seamless resident experience.



KPIS

Customer Satisfaction: 100%

Period and Routine Tasks completed in time: 95%

Out of Hours completed in time: 100%

Health and Safety: 100%

First Time Fix Reactive: 87%

CASE STUDY

ANCHOR

PROJECT DETAILS

Contract Type: Domestic, Mechanical and Electrical

Value: £3-4m p.a.











Duration: 2021 – 2031 (5-years + 5-year extension option)



Scope of Works

Anchor is England's largest provider of specialist housing and care for people in later life - offering care homes, retirement villages, and dementia care. They manage a large portfolio of care homes and care schemes with additional Health and Safety safeguarding and customer care considerations.

The scope of works comprises servicing, responsive repairs and replacement of domestic and communal heating and hot water systems. These systems include:

- | | |
|---|--|
|  gas boilers |  gas fires |
|  unvented electric cylinders |  underfloor heating |
|  air source heat pumps |  heat interface units |
|  ground source heat pumps |  gas and oil-fired commercial plant rooms and systems including all associated equipment, combined heat & power units and biomass |
|  solid fuel heat systems | |
|  warm air units | |

KPI - 2022-2023

Properties with in date service:
100%

Emergency (P1) repairs completed within 24 hours: 98%

P2 and P3 repairs completed within time: 96%

Tasks started on time: 99.5%

Tasks completed on time: 97%

Paperwork completed on time: 97%



People-centric Solutions

To ensure we put residents at ease and support their needs during service delivery we:

- held coffee mornings at care schemes to introduce team members and answer resident questions
- distributed Dodd Group Professional Standards booklets to the whole team outlining vulnerable customer care and safeguarding responsibilities and advice
- enrolled staff on Mental Health Awareness, Mental Health First Aid and Customer Care training courses
- provided a dedicated Customer Care Officer to liaise with residents about planning and execution of works
- offered Digital Inclusion sessions to demonstrate access to online services

Additionally, Dodd Group are members of Dementia Friends.



We couldn't let this opportunity go by without praising the two gentlemen (Steve and Rob) who have just renewed our system. They were kind and courteous throughout and treated us and our home with the greatest respect. We couldn't have asked for more. The same kindly attitude was also shown by your original inspection (also called Rob). This is a very difficult time for us with health issues and these three gentlemen helped ease the upheaval period for us.

Anchor scheme Resident

   **28,500**
   **DOMESTIC**
   **PROPERTIES**

357   
COMMERCIAL
PROPERTIES   
  
  

1,500
REACTIVE
CALLS P.A.



200
DOMESTIC BOILER
REPLACEMENTS P.A.

CASE STUDY

CANNOCK CHASE DISTRICT COUNCIL (CCDC)

PROJECT DETAILS

Contract Type: Domestic, Mechanical and Electrical

Value: £1.5m

Duration: 2020 – 2023



Scope of Works

Dodd Group were contracted to support CCDC with adaptation works to a number of properties to ensure CCDC met all targets, as detailed in their 2018-2023 Corporate Plan. The works were predominantly planned as Level Access shower installation and Ramp Access adaptations. Works included:

Internal

- Widen any/all doorways for access
- Remove existing bathroom suite and any tiling/decoration
- Renew pipework to suit new layout
- Install level access shower forma
- Install of remaining new bathroom suite – toilet, basin, bath if required
- Replaster/repair existing plaster work as required
- Re-tile
- Decorate walls, ceilings and woodwork
- Remove flooring/lay new non-slip flooring
- Fit access/assistance facilities e.g grab rails as required

External

- Widen doorway for access (front and/or back)
- Lower door frames to suit external ramps as required
- Remove existing doorway/Fit new UPVC doorways
- Provide door ramps to front/rear access point
- Lay paving to facilitate access to the ramps – or into the garden as required
- Repointing of existing brickwork
- Repair/Repaint/Replace gates

KEY INFORMATION

269 Properties

Health and Safety: 100% incident free

Client Satisfaction: 100%

Customer Satisfaction: 98%

Jobs completed on time: 97%

Jobs started within 10 days of approval: 95%



Home Not Hospital

Able 2 Occupational Therapy Services Ltd is one of the UK's leading providers of specialist independent Occupational Therapy Services.

Our team developed a strong relationship with Able2 to ensure the customer remained at the heart of the process – with our team focussing on a delivery concept of “home not hospital”. By conducting joint site surveys with Able2, the resident, and Occupational Therapist we were able to design a solution to accommodate the end user's particular needs. We validated the blended design with the Occupational Therapist against CCDC scope, to ensure the design suited all parties in line with our 'Right First Time' approach to all works. Giving the end user peace of mind and keeping us aligned to our SLAs.



Cannock Chase District Council have worked with Dodd Group on a 3 year contract delivering adaptation services for our Council tenants. The professionalism, work ethic and personalities of the Dodd Group team assigned to this contract have been a great collaboration and proven success in delivering over 250 adaptations. These works consisting of bathroom and level access showers, ramps, and other general internal/external property adaptations. Starting with initial design through to installation and final completion with constant communication and liaison with the Council's representatives, occupational therapists and Council tenants. Dodd Group have been a pleasure to work alongside and provided continuous excellent support throughout this contract.

**Assistant Manager (Assets),
Cannock Chase District Council**

As a national contractor with over 75-years industry experience, the majority of our business, and therefore the bulk of our experience, is through partnerships with local authorities and housing associations. An elevated level of repeat business has enabled us to develop long-term relationships with clients whilst retaining our family ethos, which sets us apart from corporate organisations with whom collaboration can be a challenge.

For all of our partnerships, we create partnering charters which allow us to:

- Identify communication channels and increase efficiency of programmed works
- Ensure all parties understand/commit to their collaboration responsibilities
- Outlines how we will achieve the desired partner-relationship
- Promote Collaborative Working 'Best Practice' in all areas

Length of Partnerships:

At Dodd Group we are proud of the length of many of our existing partnerships:

**24
YEARS**
Dudley
Metropolitan
Borough Council



**22
YEARS**
Cannock Chase
District Council



**21
YEARS**
Great
Yarmouth
Norse



**17
YEARS**
Solihull
Metropolitan
Borough Council



**12
YEARS**
Plymouth
Community
Homes



Solihull MBC have worked with Dodd Group for over 14 years firstly under a traditional Schedule of Rates contract and then under an innovative Open Book Partnering Agreement since 2007. The Property Care Team under the leadership of Mathew Lewis and his Senior Management team have truly adopted the culture of working in Partnership, being co-located with us and embedding openness, co operation and a drive for continuous improvement.

**Head of Corporate Property Services
at Solihull MBC**

The success of the partnership has been built on robust integrated systems, excellent working relationships and high customer satisfaction levels. Dodd are able to flex to the demands of our needs, providing good quality workmanship and a high volume throughput of works, ranging from small minor repairs to complex refurbishment projects, adopting an innovative and sustainable approach to the solution.

**Engineering Manager at
Warwickshire CC**

Dodd Group has secured places on the following frameworks; providing an alternative tendering route for our clients to achieve value for money.

Advantage South West: Electrical Testing 7 Repairs 2022-2026

Advantage South West: Heating System Servicing, Maintenance Repair and selected Replacement 2021-2025

CWM2: Repair & Maintenance 2020-2024

Crown Commercial Services: Demand Renewables 2023-2027

Eastern Procurement Ltd: Heating Installations, Servicing & Maintenance 2020-2024

Efficiency East Midlands: Electrical Works 2020-2024

Efficiency East Midlands: Heating & Hot Water Systems 2021-2025

Efficiency East Midlands: Cyclical Interior & Exterior Decoration 2023-2027

ESPO: Facilities Management 2021-2025

Fusion 21: Building & Asset Improvement Works-Electrical Works 2019-2023

Fusion 21: Building Safety & Compliance-Electrical Testing & Electrical Works 2021-2025

Fusion 21: Energy Efficiency 2020-2024

Fusion 21: Heating & Renewables 2020-2024

Fusion 21: Reactive Repairs and Empty Buildings 2022-2026

Fusion 21: Refurbishment, Construction, New Build and Modular Building Works (Internal and External Refurbishment) 2023-2027

Fusion 21: Workplace & Facilities - Building Engineering Services (M&E) 2021-2025

Greener Futures Partnerships: Decarbonisation Delivery 2023-2027

Norfolk County Council: Building Maintenance and Associated Works 2018-2023

Norse: Electrical Services 2019-2023

Nuneaton & Bedworth BC: Level Access Showers 2020-2025

Plymouth Homes: Reactive Maintenance Works (Electrical, Gas, Plumbing) 2022-2026

Procure Plus: Heating Servicing & Repairs 2020-2024

Procure Plus: Low & Zero Carbon Technologies - ASHPs 2021-2025

South East Consortium: Gas Servicing & Maintenance (including installations) 2019-2024

Solihull MBC: Property Services & Maintenance Partnership 2016-2024

Staffordshire County Council: Responsive Property Maintenance & Minor Works (Building, Plumbing, Mechanical, Electrical) 2022-2026

United Living: Electrical Sub-contractors for Property Services 2022-2026

United Living: Plumbing and Heating Sub-contractors for Property Services 2022-2026

OUR LOCATIONS

NORTH EAST

1. Unit 3, The Warehouse, Wellington Drive,
Wynyard Village, Billingham TS22 5QJ

NORTH WEST

2. Office 2, Building 18, Clock Tower Park, Newhall
Campus, Longmoor Lane, Liverpool, L10 1LD
3. Unit 8, Rugby Park, Bletchley Road,
Heaton Mersey, Stockport SK4 3EJ

WEST MIDLANDS

4. Stafford Park 13, Telford TF3 3AZ
5. Unit 25/27 Wulfrun Trading Estate
Stafford Road Wolverhampton
West Midlands WV1 1PA
6. Unit 1, Rabone Park, Rabone Lane,
Smethwick B66 2NN
7. Unit 4, Quartz Point, Stonebridge Road,
Coleshill, B46 3JL
8. Chapelhouse Road Depot, Chapelhouse Road,
Chelmsley Wood, Solihull, B37 5HA
9. Units 3 and 4 Ptarmigan Place
Attleborough Fields Industrial Estate
Nuneaton CV11 6RX

EASTERN

10. 20 Quarry Park Close, Moulton Park
Industrial Est, Northampton NN3 6QB
11. c/o Copley Estates, Dunlin Suite,
Middle Court, Copley Business Park,
Babraham, Cambs CB22 3GN
12. Oldmeadow Road, King's Lynn PE30 4LB
13. The Oaks, Kirby Bedon, Norwich, NR14 8RS
14. Unit 5, Hewett Road, Gapton Hall Ind Est,
Great Yarmouth NR31 0NN

WALES:

15. Old Field Road, Pencoed,
Bridgend CF35 5LJ

SOUTHERN

16. Ground Floor, Unit 5, Westfield Park,
Clevedon, BS21 6UA
17. 19 Orchard Business Centre, Sanderson Way
Tonbridge, Kent TN9 1QF
18. Units 3 and 4, Brookside Centre, Auckland Road,
Southampton SO15 0SD
19. The Engine House, The Old Broadclyst Station,
Exeter, EX5 3LY
20. Unit 12, Lister Mill Bus Park, Lister Close,
Plympton, Plymouth PL7 4BA
21. Wheal Rose, Scorrier, Redruth, Cornwall,
TR16 5DE



Dodd Group

CONTACT DETAILS
Enquiries@doddgroup.com
0121 565 6000