



Derry Building Services

Maintenance & Small Works

2022

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DBS Company Profile : Maintenance & Small Works

About Us

About Us

DBS are proud to be one of the most technically advanced Mechanical and Electrical Design, Build and Maintenance Contractors in the UK.

By understanding our clients' desire for innovative design, along with their need for sustainability, usability and value for money, we aim to provide outstanding service, choice and value on a comprehensive range of building services.

Operating from our Head Office located in the heart of the East Midlands, and our Birmingham Office located within the iconic Fort Dunlop Building, we directly employ our own Project and Site Managers, Design and Project Engineers, Drawing Staff, Quantity Surveyors, Site Operatives and Administrative Personnel to give our clients continuity of service from the first estimate to the final delivery.

We operate within a large cross section of market sectors and have an extensive client base with whom we have been fortunate enough to have worked with on high profile projects including Warner Brothers Studios - the Harry Potter Tour in Watford, St Georges Park - FA Academy in Burton-on-Trent, the Center Parcs Complex at Woburn Forest and, our largest project to date, the new Waterside Campus for the University of Northampton at circa £28 million.

Our Team

We currently employ over 240 people and proudly boast a retention rate of more than 90% over the last 10 years.

The business is split into two Contracts Departments, one based at our Head Office in Newark, and one in Birmingham. Our Design Department and our Maintenance and Small Works Department both operate from our Newark office.

Unique from other Mechanical and Electrical Contractors we directly employ all of our office and site operatives allowing us complete control over our projects from design and installation to aftercare and maintenance.

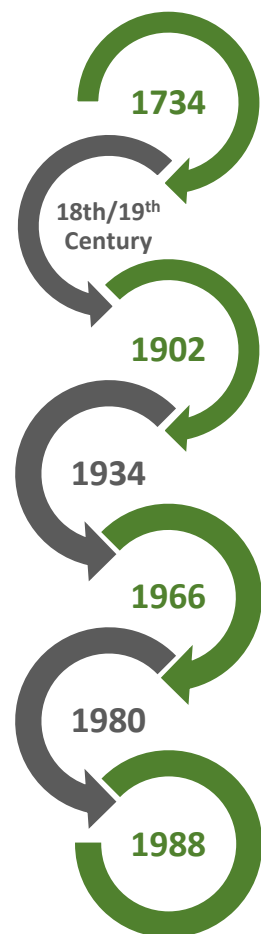
As experts in our field we only appoint the most talented and highly qualified individuals to ensure that our clients' expectations are not only met but continually exceeded to give you the confidence and reassurance that your building services needs are our primary concern.





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About Us



The Firm was established

The business centred on the construction of dwellings more than their sanitation

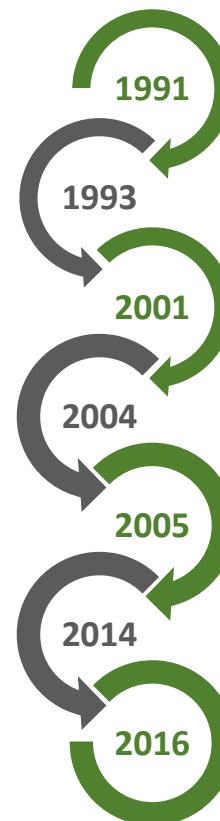
Samuel Ironmonger entrusted the family business to his nephew - Robert Derry - the name of the business changed to Robert Ironmonger Derry

The original premises at 'The Old Plumbers Shop' on Stodman Street were sold and the business moved to St Marks Lane. It was at this time that Samuel Derry joined the business and the name changed again to R I Derry and Son.

The need for more storage space was required so the company purchased a 14,000 ft office on William Street.

The business was registered as a Private Limited Company.

The company acquired an electrical contractor allowing them to offer Electrical as well as Mechanical Design and Installation Services.



The company became part of the B+K Group of Companies.

The name was changed to Derry Building Services Ltd.

The company moved to their current premises at the newly refurbished Old Hospital on London Road.

Mark Townsend, the current Managing Director, was appointed.

The site was complemented with a 10,000 sq ft office extension to the rear of the existing building.

The company expanded, opening a second office in Birmingham.

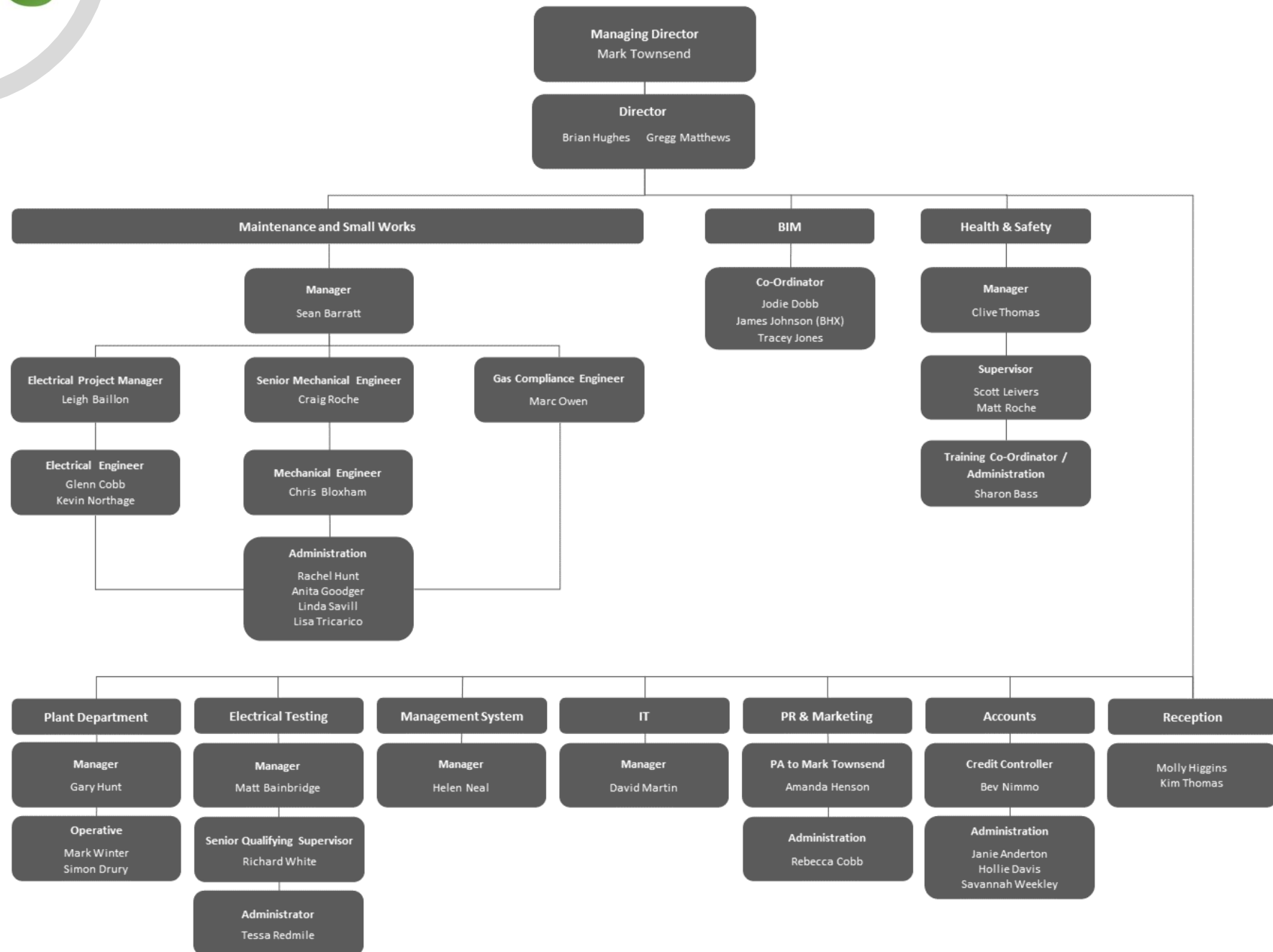
Brian Hughes and Gregg Matthews were appointed as Directors.





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Our Maintenance Department





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Maintenance Services

Maintenance & Small Works

Our Maintenance Department was formed in 1995 as a direct response to requests for on-going assistance with the maintenance of our installations.

This valuable service ensures that all of the Mechanical and Electrical services installed by our onsite installation teams continue to operate effectively.

Diverse in their abilities the Maintenance Department also undertake everything from small works, to installations and refurbishments and currently manage in excess of £500,000 worth of reactive maintenance contracts for key clients in both the private and public sectors.

A selection of services our Maintenance Department can provide include:

- Service Maintenance Contracts
- Landlord's Gas Safety Certificates
- Portable Appliance Testing
- Periodic Inspection and Testing
- Breakdown Services
- Commercial Industrial Heating Installations (Gas & Oil Fired)
- Domestic Heating Installations (Gas & Oil Fired)
- Boiler Services
- Plumbing and Sanitary Installations and Repairs
- Air Conditioning Installation and Maintenance
- Extract Ducting Systems
- Commercial Industrial Electrical Installations
- Emergency Lighting Maintenance
- Fire Alarm Maintenance
- Lightning Protection Installation and Maintenance

Our dedicated team are on hand Monday to Friday 8am - 5pm to offer advice and support, we also offer an emergency 'Out of Hours' service to give our clients peace of mind 24 hours a day.

Service Management



Amtech Service Manager is specifically designed to manage every aspect of service work including planned preventative maintenance, reactive and call out jobs and quoted works. It is a powerful, fully comprehensive Service Management software, for managing every aspect of our service department. Service Manager helps us to handle all types of contracts, tracking servicing frequencies of each item of plant so we can devise the most cost-effective schedules.

Key Benefits:

- Enables increased productivity for all types of M&E service and maintenance
- Allows us to plan maintenance calls and allocate staff easily
- Allows us to maximise staff efficiency when booking call out and quoted jobs
- Give us the exact location of each engineer using GPS technology
- Sets automatic reminders for chargeable work and when to submit invoices
- Tracks the costs and revenue for each contract, right down to site and visit level





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Our Policies, Procedures, Affiliations and Memberships

Our Policies and Procedures

DBS are proud to be ISO 9001 accredited for our Management Procedures, ISO 45001 accredited for our Occupational Health and Safety Procedures and ISO 14001 accredited for our Environmental Procedures.



We are proud of our Health and Safety record and take the health and wellbeing of our people and clients very seriously. Our policies, procedures and training are continually monitored by our Health and Safety Manager, in conjunction with our Director Responsible for Health and Safety, to ensure that we are doing everything we can to provide a safe working environment for our workforce.

In addition to monitoring our performance in-house we also employ the services of independent Health and Safety Advisors, R G Wilbrey, who monitor our sites on a regular basis providing advice and assistance where necessary.

Our Affiliations and Memberships

DBS are accredited to the following trade associations and regulatory bodies.





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Additional Services

Our Financial Information

Over the last 30 years DBS have grown from a business turning over £8 million to one turning over approximately £75 million per annum.

Unique in our field our turnover is split equally between our two disciplines. In the last financial year 48% of our turnover was attributed to electrical works and 48% to mechanical works. The remainder being attributed to our Maintenance and Small Works Department.

These figures prove that we are a genuine M&E company, not only setting us apart from our competition, but also giving our clients the confidence that we have sound experience and expertise in both areas.

Our Insurances

DBS have fully comprehensive insurance cover for all of our activities. We hold Professional Indemnity, Contractors All Risk and Public Liability and Employers Liability to £30 million.



Low Carbon Consultancy

We are registered as Low Carbon Consultants with the Chartered Institute of Building Services Engineers and employ a number of engineers with experience of Low and Zero Carbon Technology Design.

With the use of 'Dynamic Simulation' Software we are able demonstrate the effects that the incorporation of Low and Zero carbon technologies can have on the energy performance of a building. The type of Low and Zero carbon technologies are assessed for each individual project to enable us to inform the design team of the alternatives available and their suitability.

Low and Zero carbon technologies assessed on recent projects include;

- Earth Tubes
- Passivhouse Techniques
- Natural Ventilation
- Mixed Mode Ventilation
- Wind Catchers
- Stack Ventilation
- Solar Shading
- Solar Thermal
- Photo Voltaics
- CHP
- Biomass
- Wind Turbines
- Heat Recovery
- District Heating





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Additional Services

Building Information Modelling

As the construction industry continues towards a digital built environment, DBS recognise that Building Information Modelling is an integral part of the construction industry going forward. BIM uses digital technology to improve the development, sharing and analysis of data within both the construction and operational phases of projects. Our aim is to improve our data management and collaboration within our projects, whilst continuing to work towards delivering greater efficiencies through the design, construction and operational stages of a project.

As part of our commitment to BIM and the associated processes and activities, DBS are proud to have achieved the following accreditation

- BS EN ISO 19650-1:2018: Organisation and digitisation of information about buildings and civil engineering works, including building information modelling (BIM) - Information management using building information modelling: Concepts and principles
- BS EN ISO 19650-2:2018: Organisation and digitisation of information about buildings and civil engineering works, including building information modelling (BIM) - Information management using building information modelling: Delivery phase of the assets.
- UK National Annex and BS 1192-4:2014 (Formally BIM Level 2 in accordance with PAS 1192-2)

As our commitment to BIM above demonstrates we can confirm that we are able to operate standards set out within the documentation provided within the BEP and EIR's

Our Clients

DBS are proud to work with a variety of household names including:





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Our Recent Achievements

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Nottingham Trent University Apprenticeship Awards 2022

The Nottingham Trent University Apprenticeship Awards celebrate the outstanding achievements of the NTU apprenticeship employers along with the apprentices studying at the university themselves.

DBS were announced winners within two categories with Esme Freitas, Trainee Quantity Surveyor being awarded First Year Apprentice of the Year and Derry Building Services being awarded Apprentice Employer of the Year (1-249 employees).

RoSPA Order of Distinction

The Order of Distinction, only bestowed upon those who have achieved a minimum of 16 Gold Awards in consecutive years, recognises sustained achievement and marks DBS's 17th year of such commitment to occupational health and safety.

National Apprenticeship Awards 2019 : East Midlands Region

SME Employer of the Year

Open to companies of between 1 and 249 employees to recognise and celebrate their commitment to apprenticeship programmes.



BESA Overall and Heating & Ventilation Apprentice of the Year 2019 : London, South East and Midlands Region

Callum Wing, H&V Craftsman, received both the Heating & Ventilation Apprentice of the Year Award and Overall Apprentice of the Year Award at the Regional ceremony celebrating apprentices who have shown exceptional progress, overcome adversity and who has exceeded expectations throughout their apprenticeship.



ECA Edmundson Apprentice of the Year 2019

Dillon Jones, Electrical Design Engineer, was recognised at a national ceremony identifying outstanding apprentices who not only have good technical skills, but are role models for others in the industry. The awards were established in 1975.



Fellowship : The Chartered Institute of Building

Joanne Lacey, Managing Surveyor, was admitted as a Fellow to the Chartered Institute of Building joining an elite group considered amongst the most experienced and knowledgeable professionals in the construction industry.





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Our Recent Achievements and Supply Chain

Willmott Dixon Midlands Region Supply Chain Partner Awards 2018

Growth Award

The Growth Award recognises a partner who works closely with Willmott Dixon throughout the preconstruction and build process to create, protect and improve their margins.

Judges were looking for partners that brought innovation and creative solutions to the table.

DBS were also shortlisted for the 'People' award. This award recognised a partner who invests in their people and shares their values with Willmott Dixon, aligning themselves with their ethos.

Judges were looking for entries where their people were engaged, developed, empowered and recognised for their efforts.

ECA Edmundson Apprentice of the Year 2018 Finalist

Niall Watson, Electrician, was one of three shortlisted for the national finals. The award recognises outstanding apprentices who not only have good technical skills, but are role models for others in the industry.



Our Supply Chain

We strongly believe that in order to provide outstanding service to our clients we need to work in unison with our supply chain.

In line with our ISO 9001 Management Procedures prior to working with us all sub-contractors must complete our Sub-Contractor Assessment; this is renewed annually with a full renewal due every 3 years.

While on site all sub-contractors are continually monitored with a bi-monthly audit reporting on areas such as quality and satisfaction, health and safety, ease of cost control, and adherence to programme. These results are published in our Board Report allowing any compromises in performance to be addressed and resolved immediately.

In addition we host an annual event inviting our highest performing sub-contractors and suppliers to a presentation with our Senior Management Team. These presentations are designed to encourage open and honest communication between ourselves and our supply chain. They provide us with a platform to discuss our performance objectives, workload and policy changes as well as giving our supply chain the ability to raise any concerns, criticisms or ideas on how working relationships can be improved. As a direct extension of our workforce it is imperative that our supply chain adhere to the same stringent standards as we do, not only when it comes to performance and quality, but also in terms of sustainability and environmental awareness. Recognising the importance of these relationships, and managing them effectively, ensures that our values and working practices are passed down through our supply chain.



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Apprenticeships and Training

Apprenticeships & Training

We currently operate two recognised trade apprenticeship programmes to Level 3 in Heating and Ventilation and Electrotechnical Systems, along with a Level 6 degree apprenticeship in Quantity Surveying, and a level 3 apprenticeship in Building Services Design. In addition we also operate our own in-house training programme including HNC, HND, Degree and Masters level courses in Building Services Engineering and Electrical and Electronic Engineering.



Training is vital to our business and sustains our future viability. Of a workforce of over 242 we have 30 apprentices currently under-going training, with a further 4 completing HNC, HND and Degree level programmes and 1 completing a Masters. An impressive 39% of our workforce started their careers as a DBS Apprentice with a further 17% as DBS Technical Trainee. Our Managing Director and Directors began their careers as apprentices so understand first-hand how important this form of entry into the workplace is.

Training is incredibly important - it is our way of pro-actively working to secure the future success of our business by organically growing our workforce from within.'

- Mark Townsend, Managing Director

Mark believes so strongly in the importance of Apprenticeships that he has joined the Apprenticeship Ambassador Network as an Apprentice Ambassador to help champion apprenticeships to businesses of all sizes.



In addition we are always looking for ways in which to develop and refresh the skills base within the office. Ensuring staff at all levels have the confidence and ability to fulfil their roles effectively is imperative to the success of the business, and conducive to a productive working environment. As such we also run a portfolio of courses including Business Writing, Presentation Skills, Influencing Skills and Management Effectiveness. This equates to over 100 additional training days per year.

Our in-house Health and Safety Manager performs site inductions and relevant health and safety training to all personnel as and when required.





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Project Sectors

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We have extensive experience working in a variety of different market sectors from commercial offices and warehousing to hotels, educational facilities and telecommunication and data sites.

Please feel free to browse our website for a comprehensive collection of projects that we have been involved with.

