



**BOURNVILLE VILLAGE TRUST  
LAWLEY MANAGEMENT COMMITTEE**

**Meeting of the Lawley Management Committee (LMC)  
to be held on Tuesday 30<sup>th</sup> April 2024 at 1800hrs at Lawley Community Hub,  
Lawley Square, Telford, TF3 5BZ  
& Via Video Link.**

**A G E N D A**

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|--|--------------|---------------|
| <b>1. INTRODUCTIONS AND APOLOGIES</b>  | <b>CHAIR</b> | <b>6.00pm</b> |
| <b>2. DECLARATIONS OF INTEREST</b><br>Member to declare interests with any items <u>specifically on this agenda.</u>                     | <b>CHAIR</b> | <b>6.01pm</b> |
| <b>3. MINUTES</b><br>To receive and <b>APPROVE</b> the Minutes of the meetings held on:<br>• <b>Tuesday 6<sup>th</sup> February 2024</b> | <b>CHAIR</b> | <b>6.02pm</b> |
| <b>4. MATTERS ARISING/OUTSTANDING ACTIONS</b><br>To receive updates on outstanding actions from the previous Minutes ( <b>attached</b> ) | <b>CHAIR</b> | <b>6.05PM</b> |

**ITEMS FOR DECISION**

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|---|--------------|---------------|
| <b>5. TERMS OF REFERENCE AND ELECTIONS</b><br>To receive a report ( <b>attached</b> )                               | <b>HP/TR</b> | <b>6.15pm</b> |
| <b>6. ELECTION OF COOPTEE(S)</b><br>To confirm the election of Cooptee(s) to committee.<br>Recommendation attached. | <b>Chair</b> | <b>6.25pm</b> |

**ITEMS FOR DISCUSSION**

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|---|-----------|---------------|
| <b>7. QUARTERLY PERFORMANCE REPORT</b><br>To receive a report ( <b>attached</b> )   | <b>NF</b> | <b>6.27pm</b> |
| <b>8. QUARTERLY FINANCIAL REPORT</b><br>To receive a report ( <b>attached</b> )     | <b>TR</b> | <b>6.30pm</b> |
| <b>9. ESTATES AND STEWARDSHIP UPDATE</b><br>To receive a report ( <b>attached</b> ) | <b>NF</b> | <b>6.35pm</b> |



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|---|--------------|---------------|
| <b>10. COMMITTEE MEMBER ITEMS</b>   | <b>CHAIR</b> | <b>6.35pm</b> |
| <b>11. COMMITTEE EFFECTIVENESS REVIEW ACTION PLAN</b><br>To receive a verbal update | <b>CHAIR</b> | <b>6.45pm</b> |
| <b>12. LAWLEY PARTNERSHIP BOARD UPDATE</b><br>To receive a verbal update            | <b>TR</b>    | <b>6.50pm</b> |

#### **ITEMS FOR NOTING**

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|--|--------------|---------------|
| <b>13. APPEAL PANEL NOTES</b><br>No appeals have been heard during the reporting period. | <b>NF</b>    | <b>6.55pm</b> |
| <b>14. MEETING PLAN 2024</b><br>To receive a report ( <b>attached</b> )                  | <b>NF</b>    | <b>7pm</b>    |
| <b>15. ANY OTHER BUSINESS</b>  | <b>CHAIR</b> | <b>7.05pm</b> |
| <b>16. DATE OF NEXT MEETINGS</b>   |              |               |

#### **FORMAL MEETINGS**

30<sup>th</sup> July 2024  
5<sup>th</sup> November 2024

#### **WORKING GROUP MEETINGS**

4<sup>th</sup> June 2024  
2<sup>nd</sup> July 2024 (Comms Sub-group)  
3<sup>rd</sup> September 2024  
1<sup>st</sup> October 2024 (Comms Sub-group)  
3<sup>rd</sup> December 2024

#### **CONFIDENTIAL ITEMS**

Confidential items will be discussed following the conclusion of the open meeting.



**DRAFT Minutes of the Lawley Management Committee**  
**Meeting held at Lawley Community Hub and online via Microsoft Teams on**  
**6th February 2024 at 6.00pm**

	<p><b>PRESENT:</b>          James Haldron (JH) (Chair), Ian Springle (IS), Julie Kenny (JK)</p> <p>Attending online: Arthur Tsang (AT)</p>	
	<p><b>IN ATTENDANCE:</b>          Tracey Rowe (TR), Nick Freeman (NF), Hannah Pryce (HP),          Shannon Reynolds (SR) (minute taker).</p>	
	<p><b>OBSERVERS</b></p> <p>None</p>	
<b>001/24</b>	<p><b>INTRODUCTIONS &amp; APOLOGIES</b></p> <p>Apologies were received from:          Grant Williams (GW)          Ellen Rose (ER)          Pete Richmond (PR)          Cllr Luke Lewis (LL)</p>	
<b>002/24</b>	<p><b>DECLARATIONS OF INTEREST</b></p> <p>None were received.</p>	
<b>003/24</b>	<p><b>MINUTES OF PREVIOUS MEETINGS</b></p> <p>JH tabled the minutes of the previous meetings and asked if there were any comments or amendments. No comments were received.</p> <p>Committee <b>APPROVED</b> the minutes of the meeting held on the 28<sup>th</sup> November 2023 as a true and accurate reflection.</p>	

<b>ITEMS FOR DECISION</b>		
<b>004/24</b>	<p><b>LAWLEY COMMUNITY DEVELOPMENT/LPB CONTRIBUTION &amp; RESOURCING</b></p> <p>NF presented the report.</p> <p>TR added that the budget has already been approved but, if this proposal is approved, the money can be used if any need arises.</p> <p>Committee discussed the proposal that Committee allow the £25,000, currently in the budget for LPB support, to remain unused and allow LMC future consideration for it to be given to resource levels should the need arise.</p> <p>Committee unanimously <b>APPROVED</b> the proposal outlined in Section 10 of the Agenda Item 5 report.</p> <p>AT left the meeting.</p>	
<b>005/24</b>	<p><b>MATTERS ARISING/OUTSTANDING ACTIONS SCHEDULE</b></p> <p>TR presented the schedule.</p> <p>TR suggested the 082/23 is completed on the schedule. JH agreed that this is a complete action now.</p> <p>There was a general discussion regarding the LMC election vacancies. It was highlighted that there are 2 LMC vacancies and 1 LCA vacancy.</p> <p>TR to check with HP if there is anything outstanding on both 055/23 actions because she believes this is now complete.</p> <p>JH highlighted Action 017/23 (Public Meetings) and advised it will be picked up in working group meetings.</p> <p>TR highlighted Action 067/22 (Ground Rent) and advised that she can't see when LMC made the decision not to charge ground rent and why these apartment blocks, owned by another Housing Association, weren't considered. TR advised that she doesn't know why they have been charged ground rent, but it will be the Housing Association that are charged not leaseholders. TR will be meeting with Trevor Edge (BVT's Rent Setting &amp; Service Charge Manager) to discuss this further and will bring a paper to committee in July.</p> <p>Committee <b>APPROVED AND NOTED</b> the Outstanding Actions Schedule</p>	<p>SR</p> <p>TR</p> <p>TR</p>

<u>ITEMS FOR DISCUSSION</u>		
<b>006/24</b>	<p><b>QUARTERLY PERFORMANCE REPORT</b></p> <p>NF presented the report and asked if there were any questions. None were received.</p> <p>NF highlighted that the number of alteration applications is particularly low.</p> <p>There was a general discussion regarding the trends in the number and types of alterations applications. It was suggested that factors that could influence this are the cost-of-living crisis and the time of year.</p> <p>IS suggested that there could be an incentive added to encourage people to apply e.g. a shopping voucher.</p> <p>TR advised can look at this as part of the policy and procedure review and bring it to a workshop for review. We just have to be mindful that this comes out of the Community Charge.</p> <p>There was a general discussion regarding the types of voucher incentives that could be offered. One suggestion was £5 a Morrisons voucher.</p> <p>NF explained the covenant concerning for sale signs and the breach procedure followed for sale signs.</p> <p>There was a general discussion regarding covenants being added to TP1s in new build estates and the use of stewardship services. IS suggested people need to be made aware that this is something being introduced across new build estates and not just BVT.</p> <p>Committee briefly discussed the benefits of social media in spreading awareness of the covenants being enforced and the breach procedure.</p> <p>Committee briefly discussed the positive changes in how BVT is being perceived on social media.</p> <p>TR advised that publishing end of year performance is being looked at. However, the finance figures can't be published until after the external audit and the Trustee meeting in June.</p> <p>Committee <b>NOTED</b> the report.</p>	NF

<p><b>007/24</b></p>	<p><b>QUARTERLY FINANCIAL REPORT</b></p> <p>TR presented the report.</p> <p>Committee discussed how the Lawley Community Hub could be altered so it can be used better and generate income to cover the running costs. TR advised that Officers are currently turning people away because there isn't enough space in the meeting room.</p> <p>JH queried why the £25k contribution to LPB hasn't gone into the quarterly report.</p> <p>TR advised that she has not received the invoice and has sent a chasing email. BVT will be invoiced for last year up until the role ceased (1<sup>st</sup> June 2023).</p> <p>JH highlighted the administration charge BVT are contracted to have by the LTS Agreement. JH queried whether BVT taking on a contract for the Lawley Partnership Board (Planters) is subject to the administration charge as he does not think this is fair to Charge paying residents.</p> <p>NF advised that the answer from the Finance Team was that its 15% of expenditure. NF commented we may need to speak to the Finance Team to get clarification on that and where we're at.</p> <p>TR advised that the 15% is based on the Community Charge and she will speak to the Finance Team to seek clarification and will return to Committee with an answer, for the end of year accounts.</p> <p>Committee briefly discussed improving what is published on the website to make information clearer and answer residents' questions.</p> <p>JH queried if the budget information can be put on a spreadsheet to compare each quarter line by line. JH suggested this could eventually be published.</p> <p>TR advised that she has asked for this to be done and can hopefully get that for this year.</p> <p>JH asked if there were any questions. None were received.</p> <p>Committee <b>NOTED</b> the report.</p>	<p>TR</p>
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008/24	<p><b>ESTATES AND STEWARDSHIP UPDATE</b></p> <p>NF presented the report.</p> <p>There was a general discussion regarding the free events and activities that is provided thanks to the stewardship service. TR suggested they need to be promoted more and it could be looked at in the Customer Communication Group.</p> <p>NF advised that a local police officer has volunteered to be a keyholder to one of the schools in his spare time so the school hall can be available for groups.</p> <p>IS advised that he will be leading on the Lawley Armed Forces Network and working on building up membership.</p> <p>TR advised that the performance of the grounds maintenance contract will be reported on within the KPIs rather than having a separate report in future.</p> <p>Committee <b>NOTED</b> the report.</p>	
009/24	<p><b>COMMITTEE MEMBER ITEMS</b></p> <p>None were received.</p>	
010/24	<p><b>COMMITTEE EFFECTIVENESS REVIEW ACTION PLAN</b></p> <p>JH updated Committee on the Committee Effectiveness Review Action Plan:</p> <ul style="list-style-type: none"> <li>• HP has sent apologies the board portal will be ready by the next business meeting in April.</li> </ul> <p>Committee <b>NOTED</b> the update.</p>	
011/24	<p><b>LAWLEY PARTNERSHIP BOARD UPDATE</b></p> <p>TR gave a verbal update on the Lawley Partnership Board.</p> <p>Committee <b>NOTED</b> the update.</p>	
<b><u>ITEMS FOR NOTING</u></b>		
012/24	<p><b>OPERATIONAL RISK &amp; ASSURANCE REGISTER (2023/Q2)</b></p> <p>TR presented the report and advised that there have been no changes.</p> <p>Committee <b>NOTED</b> the Operational Risk &amp; Assurance Register.</p>	

013/24	<p><b>COMMITTEE WORKING GROUP UPDATE</b></p> <p>JH tabled the working group notes for the meetings held on the 12<sup>th</sup> December 2023 &amp; 9<sup>th</sup> January 2024.</p> <p>Committee <b>NOTED</b> the notes if the previous working group meetings held on the 12<sup>th</sup> December 2023 &amp; 9<sup>th</sup> January 2024.</p>	
014/24	<p><b>APPEAL PANEL NOTES</b></p> <p>NF tabled the notes of the appeal panel meeting held on the 14<sup>th</sup> November 2023.</p> <p>Committee <b>NOTED</b> the appeal panel notes from the meeting held on 14<sup>th</sup> November 2023.</p>	
015/24	<p><b>MEETING PLAN 2024</b></p> <p>JH tabled the 2024 Meeting Plan.</p> <p>JH highlighted Equality &amp; Diversity Training (under Items for Inclusion in Agendas/Working Groups) and advised BVT's HR Team have looked into whether Committee can buy into the training modules with their training provider.</p> <p>TR advised this can be taken to the March Working Group so Committee can discuss which modules it would like to do. This is being viewed as onboarding and a way to gain more skills and knowledge to move the service forward.</p> <p>NF advised the cost is £2.95 a module.</p> <p>TR/NF to speak to HP to see if Committee members could have a BVT email address.</p>	TR/NF
016/24	<p><b>ANY OTHER BUSINESS</b></p> <p>JK highlighted that synthetic opiate use and deaths are increasing and advised she has contacts that can deliver training or awareness talks in Telford.</p> <p>JH wished to thank everyone who helped at the Christmas event. JH advised that he was invited to BVT's staff conference to do a talk about LMC's improvement journey and commented how complimentary people were about the Committee.</p> <p>NF advised that the 20<sup>th</sup> February is the official opening of the Lawley Community Hub. Caroline Cadbury and Mawley will be in attendance, and there will be a ribbon cutting ceremony.</p>	



<p><b>017/24</b></p>	<p><b>DATE OF NEXT MEETING</b>  30th April 2024  30th July 2024  5th November 2024</p> <p>Committee Working Group Sessions/Training:  5th March 2024  2nd April 2024 (Comms Sub-group)  4th June 2024  2nd July 2024 (Comms Sub-group)  3rd September 2024  1st October 2024 (Comms Sub-group)  3rd December 2024</p> <p>Committee <b>NOTED</b> the dates.</p>	
	<p><b>The meeting closed at 20:00 pm</b></p>	
	<p>..... Chair</p> <p>..... Date</p> <p>..... Secretary</p> <p>..... Date</p>	

MIN	TOPIC	ACTION	Action Owner	PROGRESS
	<b>ACTION FROM COMMUNICATIONS GROUP 2<sup>nd</sup> April 2024</b>			
<b>A008/24</b>	<b>LMC Open Meetings Webpages</b>	DC to amend the webpages so they are a single page with concertina sections.	<b>DC</b>	<b>Completed.</b>
<b>A007/24</b>	<b>Communication Calendar / List</b>	DC to create a communications calendar and a list of all the communications that highlights what Group can get involved in.	<b>DC</b>	
	<b>ACTION FROM WORKING GROUP 5<sup>th</sup> March 2024</b>			
<b>A006/24</b>	<b>Training courses</b>	NF to arrange for online training courses to be sent out every two weeks in priority order.	<b>NF</b>	<b>Completed.</b>
<b>A005/24</b>	<b>Short Videos</b>	NF to liaise with members to arranging recording short promotional videos	<b>NF</b>	<b>Completed.</b>
<b>A004/24</b>	<b>Webinar Test</b>	SR to send out a dummy webinar invitation for Wednesday 13 <sup>th</sup> March after 6pm.	<b>SR</b>	<b>Completed.</b>

	<b>ACTION FROM LMC 6<sup>th</sup> February 2024</b>			
<b>015/24</b>	<b>BVT Email Addresses for Resident Members</b>	To speak to HP to see if resident Committee members could have BVT email addresses	NF	HP has requested BVT Email Addresses for LMC members.
<b>007/24</b>	<b>Contract Admin Charge</b>	For the end of year accounts TR to speak with Finance Team to advise the 15% administration charge on contracts (per LTS Agreement) shouldn't be applied to grants.	TR	To provide verbal update at meeting 30/04/24
<b>006/24</b>	<b>Application Incentives</b>	Incentives for applying to make an alteration application to be looked at as part of the policy and procedure review.	NF	
<b>005/24</b>	<b>Outstanding Action</b>	TR to check if there is anything outstanding on both 055/23 actions	TR	All actions complete <b>Complete</b>

<b>ACTION FROM WORKING GROUP 9<sup>th</sup> January 2024</b>				
<b>A002/24</b>	<b>Calendar Invitation Amendments</b>	SR to amend the Working Group calendar invitations to show which dates are the Customer Communications Sub-Group.	SR	<b>Completed 30/01/24</b>
<b>A001/24</b>	<b>LCA Rep at LPB Community Engagement Group</b>	SR to email <b>Redacted – Resident Name</b> to confirm his attendance at the LPB Sub-Group meetings as the LCA representative.	SR	<b>Completed. Redacted – Resident name confirmed he will attend.</b>

	<b>ACTIONS FROM LMC 5<sup>th</sup> September 2023</b>			
<b>055/23</b>	<b>Terms of Reference Sections</b>	Duplicate section numbers (4.12) to be rectified.	HP	TR to check with HP if there is anything outstanding No outstanding actions <b>Complete</b>
<b>055/23</b>	<b>Terms of Reference &amp; Committee Election Positions</b>	Once amendments have been made to the Terms of Reference and names of Committee member have been allocated to election positions a copy will be sent to Committee & uploaded to SharePoint.	HP	TR to check with HP if there is anything outstanding <b>Complete</b>
	<b>ACTIONS FROM WORKING GROUP 18<sup>th</sup> April 2023</b>			
<b>A008/23</b>	<b>Online Eileen Hewer Fund Applications</b>	TR to investigate having an online portal for application forms.	TR	Review planned in Q3-4 2024
<b>A009/23</b>	<b>EHF Criteria, Pre-Selection, &amp; Small Grants Discretion</b>	TR/NF to look at the criteria, the standing order process, and grant thresholds.	TR/NF	Review planned in Q3-4 2024
	<b>ACTIONS FROM LMC 7<sup>th</sup> February 2023</b>			
<b>018/23</b>	<b>Collapsible Bollards</b>	Collapsible bollards to be revisited as part of the Design Guide Review		Defer to Design Guide review until 2024

017/23	<b>Public Meetings</b>	A discussion for public committee meetings to be held at the June working group session		Aim to set up first meeting in 2024 First meeting taking place on 30 <sup>th</sup> April 2024 <b>Completed</b>
	<b>ACTIONS FROM LMC 10<sup>th</sup> January 2023</b>			
<b>Redacted – Third Party Information</b>				

	<b>ACTIONS FROM LMC 8<sup>th</sup> November 2022</b>			
<b>066/22</b>	<b>Design Guide Update/Solar Panels</b>	Design Guide Update/Solar Panels to be added as an agenda item to the March Working Group Meeting		Amendment in guidance agreed – <b>Completed.</b>
<b>067/22</b>	<b>Ground Rent</b>	TR to speak with the Finance Team about the inconsistency in the ground rent figures and update Committee		TR to meet with Trevor Edge to discuss further and bring a paper to committee in July 2024.
	<b>ACTIONS FROM LMC 5<sup>th</sup> September 2022</b>			
<b>033/22</b>	<b>Equality &amp; Diversity</b>	RM to use one of the project meetings to talk about equality and diversity.		Overall Review of Member training underway – EQ & I training to be included. <b>Completed</b>
	<b>ACTIONS FROM LMC 15<sup>th</sup> February 2022</b>			
<b>011/22</b>	<b>Committee Member Guidance</b>	TR to include committee member guidance in the learning paper and processes following the <b>Redacted – Private address</b> appeal.		19 <sup>th</sup> July Appeals process reviewed and discussed learning. New procedure to be drafted and presented – deferred to Q2 2024

LAWLEY MANAGEMENT COMMITTEE	
Date	30 <sup>th</sup> April 2024
Item 5	LMC Elections & Terms of Reference Review
Author	Hannah Pryce Head of Governance
Contact Details	<a href="mailto:hannahpryce@bvt.org.uk">hannahpryce@bvt.org.uk</a>



### 1. Purpose of Report

To provide a revised Terms of Reference for discussion and approval, provide an updated elections plan and to provide a summary of quotations returned for the administration of the ballot process.

### 2. Recommendation/s

The Committee is requested to:

**DISCUSS** and **APPROVE** the revised Terms of Reference.

**APPROVE** the positions for election in 2024.

**APPROVE** the appointment of an organisation to administer the ballot process for the resident committee member places.

### 3. Link to Strategic Aims, Objectives and Values

Ensuring effective governance arrangements are in place for the Lawley Management Committee through its Terms of Reference helps to deliver BVT's Strategic Aim - Building organisational strength.

Ensuring that the Lawley Management Committee has democratically elected residents who will ensure the effective delivery of stewardship services in Lawley Village help to achieve BVT's aims of Place-shaping, Community building and Championing people and is in line with BVT values of Partnership, Fairness, Quality, Integrity and Innovation.

### 4. Financial Impact

Detailed quotation breakdowns for the administration of the elections in 2024 can be found at section 10.3.



## **5. Value for Money Impact**

The quotations for the administration of the elections were obtained from reputable organisations who are known to deliver quality elections services and included 2<sup>nd</sup> class postage for distributing elections packs to reduce costs.

## **6. Risk and Assurance Impact**

The Lawley Management Committee elections and performance as a committee is key to managing the risk of having a lack of accountability to customers and poor quality services. Ensuring that transparent and democratic governance arrangements are implemented in Lawley will help to mitigate this risk.

## **7. Compliance with Relevant Legislation and Regulation**

Estates & Stewardship is not directly governed by the Regulator of Social Housing (RSH) Regulatory Standards; however, we work towards these standards as the overall work of BVT as a registered housing provider, giving a tenure neutral Estates & Stewardship service in Lawley Village.

## **8. Equality, Equity, Diversity & Inclusion Impact**

As stated in the BVT Equality & Diversity Policy, BVT will encourage and support all residents to take an active part in the community and believe that positively engaging with people from diverse groups will help to contribute towards continuous improvement of the services we provide.

## **9. Customer Voice and Impact**

The Lawley Management Committee is led by elected residents of Lawley Village, who listen to the wider resident groups to bring the customer voice into all decisions made by the committee.

The Lawley community very clearly wanted more control over how the Community Charge was spent in the community which resulted in the current resident-led Lawley Management Committee (LMC) structure. LMC is the current mechanism for ensuring that a customer voice is represented in the delivery of our estate and stewardship service.

## **10. Report**

The 2024 resident member elections process is due to begin in Quarter 2 and this report sets out a proposed revised Terms of Reference, an updated elections plan and a summary of quotations for the administration of the elections process. Once agreed by committee, the teams will be ready to continue with the elections plan as approved by committee.

### **10.1 Terms of Reference**

In 2023, the committee in consultation with the Lawley Community Association (LCA) agreed to reduce the number of LCA positions from three to two to gradually increase the

number of democratically elected residents on the committee. At that time, the committee agreed to revisit the Terms of Reference at a later date to discuss the two remaining LCA positions.

Changes have since taken place at LCA and there are currently no representatives from the LCA attending the committee. It is therefore proposed that the two remaining LCA positions are now converted to directly elected resident member positions where charge payers vote for their preferred candidates for these positions.

This proposed change has been included at section 2.2 of the Terms of Reference.

Section 2.3 around co-optee positions has also been updated to enable co-optees to be members of sub-committees and to act on these sub-committees as any other committee member would (in line with the delegations agreed by committee).

The draft Terms of Reference can be found at **Appendix 1**.

## 10.2 Positions for Election 2024

The change to the Terms of Reference means that the number of resident positions to elect in 2024 also needs to be updated. The following is proposed:

2024	2025	2026	2027	2028
Position 1 <i>Vacancy</i>	No elections	Position 5 <i>James Haldron</i>	No elections	Position 1
Position 2 <i>Vacancy</i>		Position 6 <i>Grant Williams</i>		Position 2
Position 3 <i>Vacancy</i>		Position 7 <i>Ian Springle</i>		Position 3
Position 4 <i>Vacancy</i>		Position 8 <i>Vacancy</i>		Position 4

It is proposed that the additional vacancy is held until the elections take place in 2026 and this time can be used to co-opt residents and continue to engage with the community to gain interest in the work of the committee and grow potential candidates for the next election.

## 10.3 Elections Quotations

Three elections organisations were approached with the same specification and were asked to provide quotations for both the Lawley and Lightmoor Village Management Committee elections which are taking place in 2024.

The organisations were asked to provide clear pricing and were asked if a discount could be applied if both management committees have contested elections this year. All organisations offered a discount which will only be applied if both Lawley and Lightmoor Village Management Committees have a contested elections process and ballot. If there are not enough candidates to hold a ballot for either committee, the discount will not be applied.

All elections organisations advised that paper, printing and postage costs have risen significantly since the last elections were quoted for in 2022.

The specification brief included:

- Design, print and post full colour A4 ballot documentation to **2616** households (with the potential for up to 100 more in Lawley by the time of the election, due to new homes being handed over).
- Documentation to contain brief overview of process, nominations statements from candidates including photos, a ballot form and pre-paid envelope for replies.
- Providing an option for online voting.
- Collate and verify responses and create elections results report.
- The organisations were asked to provide quotes for second class postage options when elections papers are sent out to charge payers. They were asked to include a first class post option for replies by post (to ensure that all ballot forms are received by the deadline).

The quotations provided were (**all including VAT**):

<b>Organisation 1</b>	<b>Organisation 2</b>	<b>Organisation 3</b>
<b>£5,854.28</b> plus <b>£1.42</b> per postal ballot returned	<b>£5,272.92</b> plus <b>£0.98</b> per postal ballot returned	<b>£5,144.40</b> plus <b>£1.02</b> per postal ballot returned
If both Lawley & Lightmoor elections take place, a £328.65 discount for Lawley will be applied:  <b>£5,525.63</b> plus <b>£1.42</b> per postal ballot returned	If both Lawley & Lightmoor elections take place, a £360.07 discount for Lawley will be applied:  <b>£4,912.85</b> plus <b>£0.98</b> per postal ballot returned	If both Lawley & Lightmoor elections take place, a £700 discount for Lawley will be applied:  <b>£4,444.40</b> plus <b>£1.02</b> per postal ballot returned

It is proposed that **Organisation 3** is appointed to administer the elections in 2024 as they offered the best value for money overall for the Lawley elections, and provided the best discount if both the Lawley and Lightmoor elections go ahead.



## LAWLEY MANAGEMENT COMMITTEE TERMS OF REFERENCE

### 1. PURPOSE

- 1.1 The Lawley Management Committee will oversee Stewardship services and activities at Bournville Village Trust's Lawley site in line with relevant BVT Group Policies and will ensure Lawley charge-payers receive value for money, resident-focussed services.

### 2. MEMBERSHIP AND PROCEEDINGS

#### 2.1 CHAIR & VICE-CHAIR

The Chair of the Committee will be appointed by the Committee for a term of two years, being eligible for a further two-year term thereafter. The Chair must be one of the directly elected Lawley residents.

A minimum of two years should then elapse before the retiring Chair is eligible for reappointment to this post.

A Vice-Chair may be appointed by the Committee for a term of two years, being eligible for a further two-year term thereafter. The Vice-Chair must also be a directly elected Lawley resident.

A minimum of two years should then elapse before the retiring Vice-Chair is eligible for reappointment to this post.

#### 2.2 COMPOSITION

The Lawley Management Committee will be made up of up to 10 members as follows:

- 6-8 Lawley residents directly elected by Lawley charge payers\*
- 2 Lawley residents nominated by Lawley Community Association (LCA)\*\*
- 2 BVT Executive Team members

*\*Directly elected resident elections will take place every two years with half of the members to be selected for election each election year.*

~~\*\*LCA resident position nominations are to be reviewed by LCA at least every 4 years. The positions may be reviewed in alternate years.~~

#### 2.3 CO-OPTEEES

Members shall have the right to appoint Co-opted Members to the Committee. A maximum of three Co-opted Members can be appointed at any time.

One of the three co-opted positions will be offered to an elected Parish Councillor representing a Lawley ward, nominated by Lawley & Overdale Parish Council.

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Co-opted committee members will not be eligible to vote.

[Co-opted members may be asked to join sub-groups of the committee. Within these sub-groups, co-optees may act as any other committee member in line with the delegations agreed by the committee.](#)

#### 2.4 **MEETINGS**

The Committee shall meet four times each year, or more frequently at such intervals as may be determined by the Chair.

#### 2.5 **QUORUM**

The quorum for this Committee shall be 3 residents and 1 Executive Team member.

#### 2.6 **VOTING**

In the event of a tied vote, the Chair may cast the deciding vote. All issues shall be decided by a straight majority.

Co-optees are not eligible to vote.

#### 2.7 **GOVERNANCE POLICIES**

Any member of the Committee absent for three consecutive meetings without leave of absence given by the Committee Chair, may lose their place on the Committee at the discretion of the Chair.

Any Committee member who leaves the Committee will not be permitted to apply to be re-appointed to the Committee for a minimum of 12 months after their committee membership ends.

An employee who leaves the BVT Group may not apply for Committee membership for a minimum of 12 months after their employment ends.

[All committee members are required to adhere to the BVT adopted Code of Conduct.](#)

#### 2.8 **SECRETARY**

The Secretary to the Committee shall be the Head of Estates & Stewardship or other designated officer as agreed by BVT's Executive team.

#### 2.9 **EXECUTIVE TEAM & SENIOR MANAGEMENT**

In addition to the Executive Team Committee Members other members of the BVT Executive Team or other Senior BVT Managers may be invited to attend all or part of particular meetings at the discretion of the Chair.

#### 2.10 **REMUNERATION**

Committee members shall not receive any remuneration for their services but will be paid expenses incurred in the execution of their duties.

#### 2.11 **TERMINATION OF MEMBERSHIP**

The Place-shaping Committee retains the power to terminate the appointment of any Member of the Committee, or immediately upon the advice of the Company Secretary for any breach of the LMC or BVT "Code of Conduct" or any other Trust policy, terms of reference or other relevant standard, directive, regulation, constitution or legislation.

Removal of a member of the committee is subject to appeal to a 3 member appeal panel made of a BVT Trustee, the Chief Executive of BVT (or nominated senior Executive) and a Resident Member. This panel may affirm the decision of the Place-shaping Committee, amend the sanction (e.g. suspension) or over-rule the decision. The decision of the appeal panel is final.

#### 2.12 COMMITTEE EFFECTIVENESS

The Committee shall carry out an annual review of these Terms of Reference and a review of its own effectiveness and recommend any necessary changes to the Place-shaping Committee.

### 3. DELEGATED AUTHORITY

- 3.1 The Committee is responsible for implementing Trust policy, recommending changes to policy to the Board of Trustees or relevant BVT Committee and the monitoring of performance for those areas of work delegated by the Board of Trustees as set out below in Principal Functions.
- 3.2 The Committee is responsible for conducting business in accordance with any written instructions or guidelines imposed by the Board of Trustees.
- 3.3 The Committee shall where necessary authorise the Chair, Vice-Chair and/or other Member(s) of the Committee to liaise directly with Executive Officers to deal with matters requiring urgent action/decision within the remit of these Terms of Reference.
- 3.4 The Committee shall not incur additional expenditure on behalf of the Trustee body, which cannot be accommodated within the overall budget approved by the Board of Trustees without the consent of the Trustee body.
- 3.5 Any matters that cannot be resolved satisfactorily by the Committee under its Terms of Reference shall be referred to the Place-shaping Committee whose decision shall be final and binding.

### 4. PRINCIPAL FUNCTIONS

The principal functions of the Lawley Management Committee shall be as follows:

- 4.1 Consider and propose the annual budget to BVT's Place-shaping Committee. The Committee may reject the budget if it:
  - Breaches the terms of the Stewardship Contract
  - Creates a deficit or future liabilities which could undermine the viability of the scheme
  - Breaches any relevant standard, directive, regulation, constitution or legislation.
- 4.2 Develop & recommend approval of an Annual Service Plan (setting out KPI targets and improvement actions).
- 4.3 Develop and recommend approval of the annual planned maintenance programme.
- 4.4 Develop and recommend approval of amendments to the Design Guides.

- 4.5 Develop and recommend approval of new policies or amendments to existing policies.
- 4.6 Receive a quarterly financial report on expenditure against budget.
- 4.7 Receive and approve a quarterly report on Estate Management activities.
- 4.8 Receive and approve a quarterly report on Community Engagement and local partnership working.
- 4.9 Receive a quarterly update on development in Lawley.
- 4.10 Receive and reach a decision on appeals against the implementation of the Design Guide.
- 4.11 Work with other organisations to support the development of the overall vision for Lawley, proposing changes or new BVT activities to ensure that the vision is achieved.
- 4.12 To ensure the effective administration of the Eileen Hewer fund, ensuring compliance with fund requirements.

#### **OTHER KEY FUNCTIONS**

The following list is not exhaustive and is to be read in conjunction with the Principal Functions set out above.

- 4.13 To review the performance of the Teams reporting to the Committee through internal audit and performance reports where appropriate/available, setting performance targets as appropriate.
- 4.14 To ensure that current risks that fall under its principal functions are being effectively managed, considering emerging risks and understanding the risks presented by new opportunities and how these can be managed and/or mitigated.
- 4.15 To consider proposed and current legislation and its impact on the BVT's work covering the areas under the remit of the Committee.
- 4.16 To ensure that Value for Money is monitored and is an integral part of all decision making in line with BVT's Value for Money Strategy.

#### **5 CONFLICT OF INTEREST**

When the Committee discusses any matter which poses a conflict of interest for any member or employee present, that person should declare an interest. If the conflict is clear and substantial, the Committee member should offer to withdraw and, if invited to remain, refrain from voting on the matter.

#### **6 REPORTING PROCEDURE**

Draft minutes shall be formally approved by the Committee at its next meeting and made available to the Place-shaping Committee.

Approved by the Lawley Management Committee:	<a href="#">06.09.2023TBC</a>
Approved by the Place-shaping Committee:	<a href="#">09.11.2023TBC</a>



<b>Lawley Management Committee</b>	
<b>Date</b>	<b>30<sup>th</sup> April 2024</b>
<b>Item 6</b>	<b>Election of Cooptees to LMC</b>
<b>Author</b>	<b>Nick Freeman</b>
<b>Contact Details</b>	<b>nicholasfreeman@bvt.org.uk</b>



## 1. Purpose of Report

To offer Emily Bryan and Garfield Parker as Cooptees on Lawley Management Committee until November 2024.

## 2. Recommendation/s

To **DISCUSS** and **AGREE** that Emily Bryan and Garfield Parker be coopted to LMC until the November 5<sup>th</sup> 2024 meeting.

## 3. Link to Strategic Aims, Objectives and Values

This report relates to the Place-shaping corporate aim. Effective governance by the committee will help to ensure effective estates and stewardship service delivery and outcomes for Lawley residents.

## 4. Financial Impact

There are no direct financial implications as a result of this report.

## 5. Value for Money Impact

Effective governance by the committee, including cooptees, will help to ensure effective service delivery and outcomes for Lawley residents.

## 6. Risk and Assurance Impact

Due to several members of LMC resigning prior to the elections in 2024 the resident element of the committee was at 3 members.

This risks overloading the resident members and also risks the resident led aspect of the committee being lost due to fewer residents being able to represent the customer voice.

## 7. Relevant Legislation and Regulation Impact

There are no specific legal or regulatory impacts within this report, although BVT's governance good practice principles do apply to the Management Committee.

The Cooptees can be elected as per the LMC Terms of Reference (see 10.2 below).

## **8. Equality, Equity, Diversity & Inclusion Impact**

It is essential that the resident member positions on the committee are recruited transparently and fairly and that positions are accessible to all eligible residents.

## **9. Customer Voice and Impact**

The aim will be to have a contested election in 2024 where Lawley charge payers democratically elect their preferred candidates and the Coopteers will stand down once the elected posts are filled. The Coopteers will be welcome to stand for election as full members of the committee.

## **10. Report**

### **10.1 Background**

Since LMC elections were held in 2022 several members have found they are no longer able to continue and have resigned.

This has left three resident members which means they have an increased workload and that there is a risk that the diversity of the customer voice may be lost.

With the agreement of the LMC Chair two leading members of the Lawley Resident Sounding Group were approached by the Estates and Stewardship Manager to ask if they would be willing to represent residents on the committee as coopted members until November when elected members take their post.

### **10.2 Terms of Reference**

The terms of reference refers to Coopteers as follows:

#### **2.3 CO-OPTTEES**

*Members shall have the right to appoint Co-opted Members to the Committee. A maximum of three Co-opted Members can be appointed at any time.*

*One of the three co-opted positions will be offered to an elected Parish Councillor representing a Lawley ward, nominated by Lawley & Overdale Parish Council.*

*Co-opted committee members will not be eligible to vote.*

It is believed that the recommendation at 10.3 is compliant with this clause of the ToR's.

<b>Lawley Management Committee</b>	
<b>Date</b>	<b>30<sup>th</sup> April 2024</b>
<b>Item 7</b>	<b>Quarterly Performance Report</b>
<b>Author</b>	<b>Nick Freeman</b>
<b>Contact Details</b>	<b>Nicholasfreeman@bvt.org.uk</b>



## 1. Purpose of Report

The purpose of this report is to present the Key Performance Indicators for the Estates and Stewardship service for Quarter 1 of 2024.

## 2. Recommendations

It is recommended that Committee **NOTE** and **DISCUSS** the contents of this report.

## 3. Link to Strategic Aims, Objectives and Values

The contents of this report identifies delivery of the following BVT aims and values:

<b>AIMS</b>	<b>VALUES</b>
<ul style="list-style-type: none"> <li>• Place-shaping</li> <li>• Community building</li> <li>• Championing people</li> <li>• Providing great homes</li> <li>• Building organisational and financial strength</li> </ul>	<ul style="list-style-type: none"> <li>• Partnership</li> <li>• Fairness</li> <li>• Quality</li> <li>• Integrity</li> <li>• Innovation</li> </ul>

It also meets the following success measures from the corporate plan 2023-2032:

- % of stewardship charge collected against amount due
- Number of households supported to improve their financial position
- Health and safety compliance

## 4. Financial Impact

The financial element of this report records delivery of KPI's to ensure a satisfactory cash flow is maintained.

The report relates to delivery of services funded by the Lawley Community Charge. The report includes a summary of debt recovery versus the community charge invoiced value which is key to building organisational and financial strength.

## 5. Value for Money Impact

In managing the delivery of Long-Term Stewardship in Lawley Village, the Committee and Officers of BVT will seek to:

- Strive for value for money for all spend against the budget and regularly reviewing working practices with the aim of efficiency savings.
- Maximise the recovery of the Community Charge.

## **6. Risk and Assurance Impact**

This report relates specifically to serials 1, 3 & 5 of the Lawley Operational Risk Register.

## **7. Compliance with Relevant Legislation and Regulation**

Estates & Stewardship is not directly governed by the Regulator of Social Housing (RSH) Regulatory Standards; however, we work towards these standards as the overall work of BVT as a registered housing provider, giving a tenure neutral Estates & Stewardship service in Lawley Village.

## **8. Equality, Equity, Diversity & Inclusion Impact**

As stated in the BVT Equality & Diversity Policy, BVT will encourage and support all residents to take an active part in the community and believe that positively engaging with people from diverse groups will help to contribute towards continuous improvement of the services we provide.

All such groups which are part of the Resident Involvement Framework are required to adopt the organisation's Code of Conduct which includes equality and diversity principles.

## **9. Customer Voice and Impact**

The Lawley Management Committee is led by elected residents of Lawley Village, who listen to the wider resident group to bring the customer voice into all decisions made by the committee.

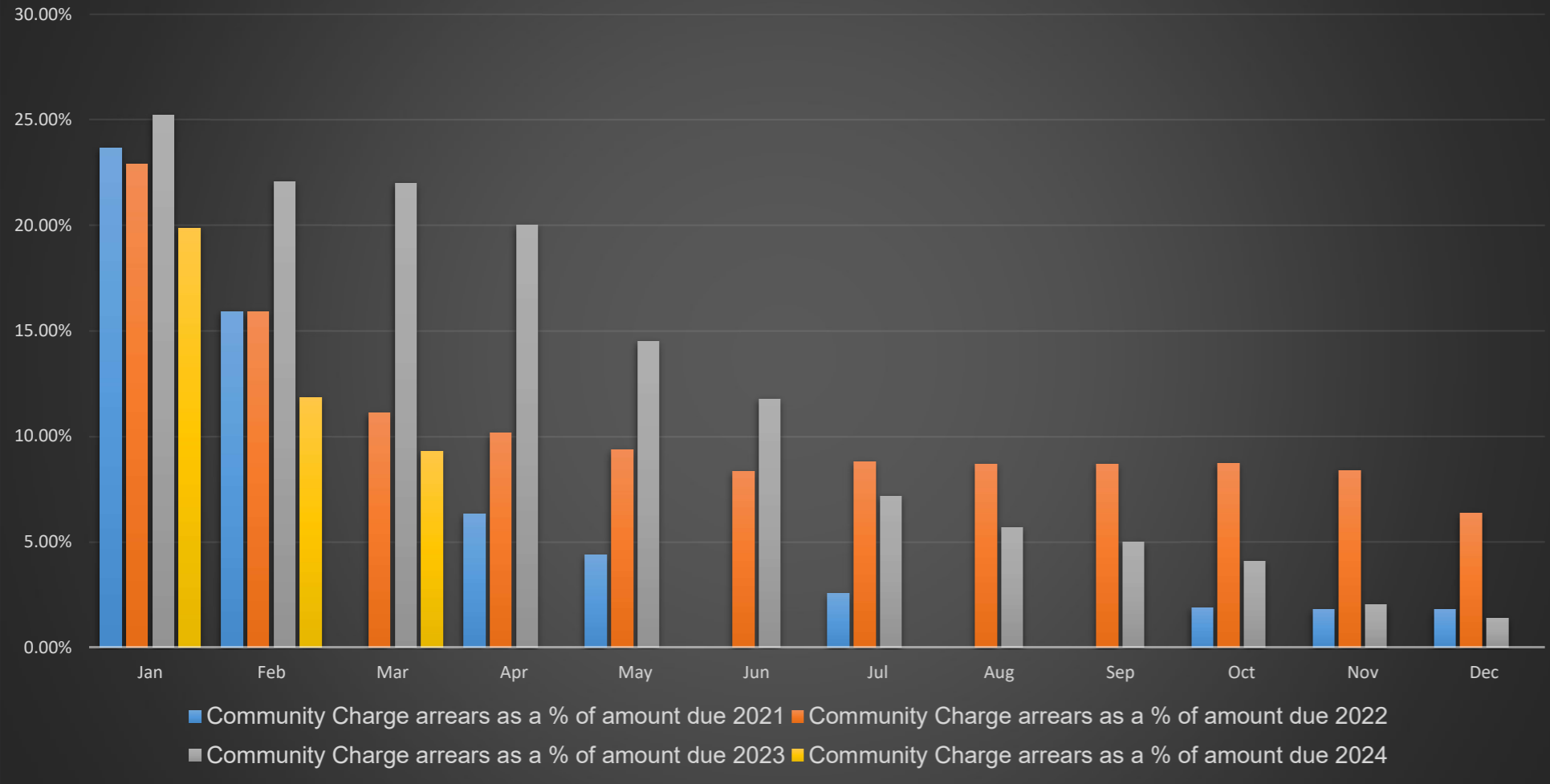
The team also engage with other residents, both formally and informally, to capture the customer voice and experience and act upon it.

KPI's are reported to this Committee quarterly to show the performance of the Estates and Stewardship Service.

## **10. Report**

Committee are asked to note that the main body of the report, at Appendix 7.1, is in a new format that it is hoped provides clearer and further information. Committee are invited to comment on the revised format.

### Community Charge Arrears



### Charges

Q1 2024 (Yellow bars on table) - Of the total Community Charge for Lawley Village of £676,059, **£291,221.19** was outstanding at the end of Q1 (this includes allocated Direct Debits).

"True arrears" of **£62,649.03** where no payment plan is in place, this includes debt from previous years.

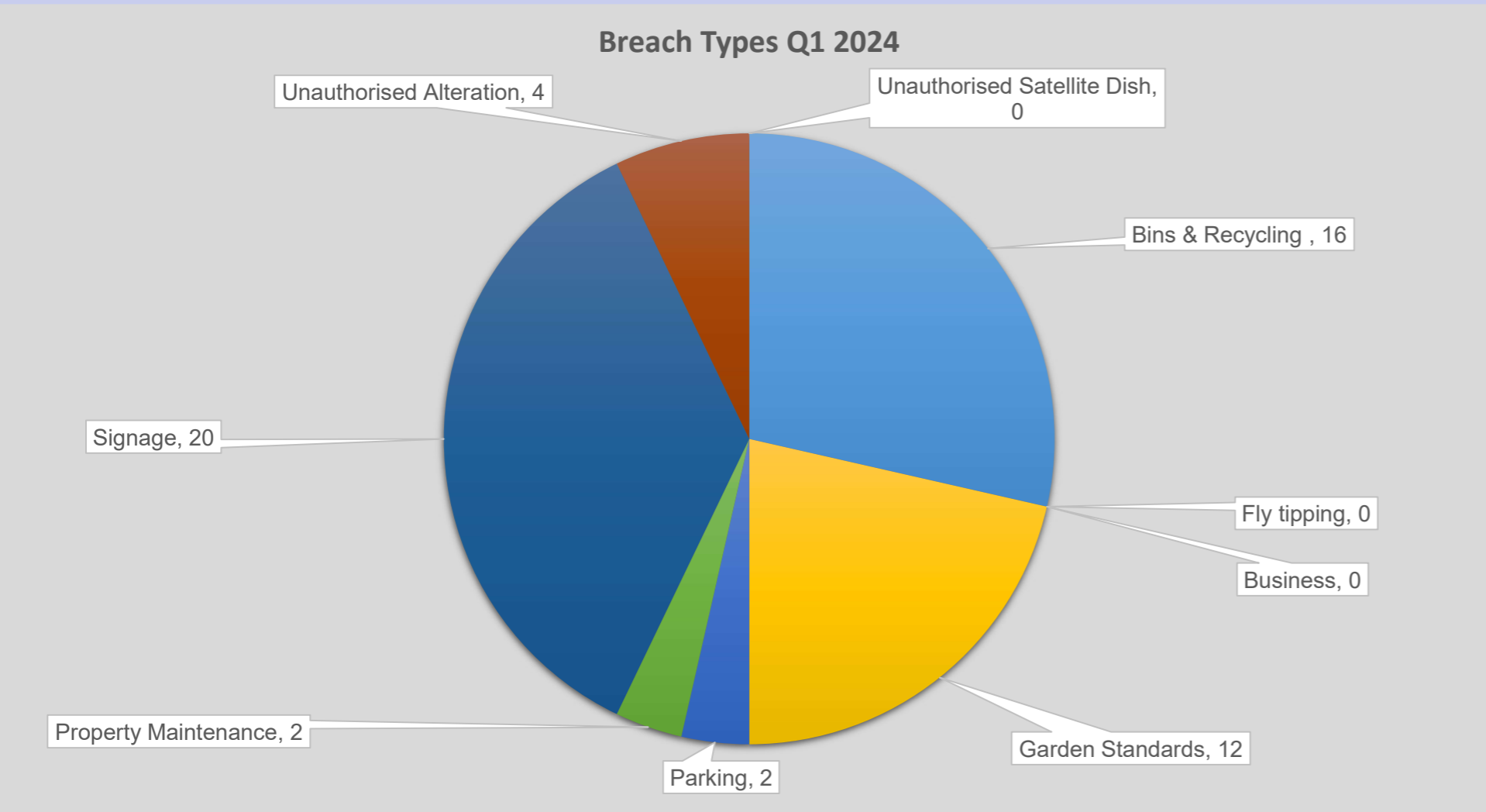
**9.27%** of the amount due is outstanding. It is usual for Q1 to show higher arrears than the KPI target. **It is predicted that the 2% Arrears KPI Target will be met by year end.**

There are 341 accounts in arrears with no DD in place.

1236 (from approx 2600) households have Direct Debits in place.

203 Households with a current arrears action in place of which 177 at 1st Action stage, 17 at 2nd Action stage, 1 at 3rd action stage and 6 at 4th action (CCJ application stage).

202 households at or over 1 year in arrears (171 of these have no DD in place).



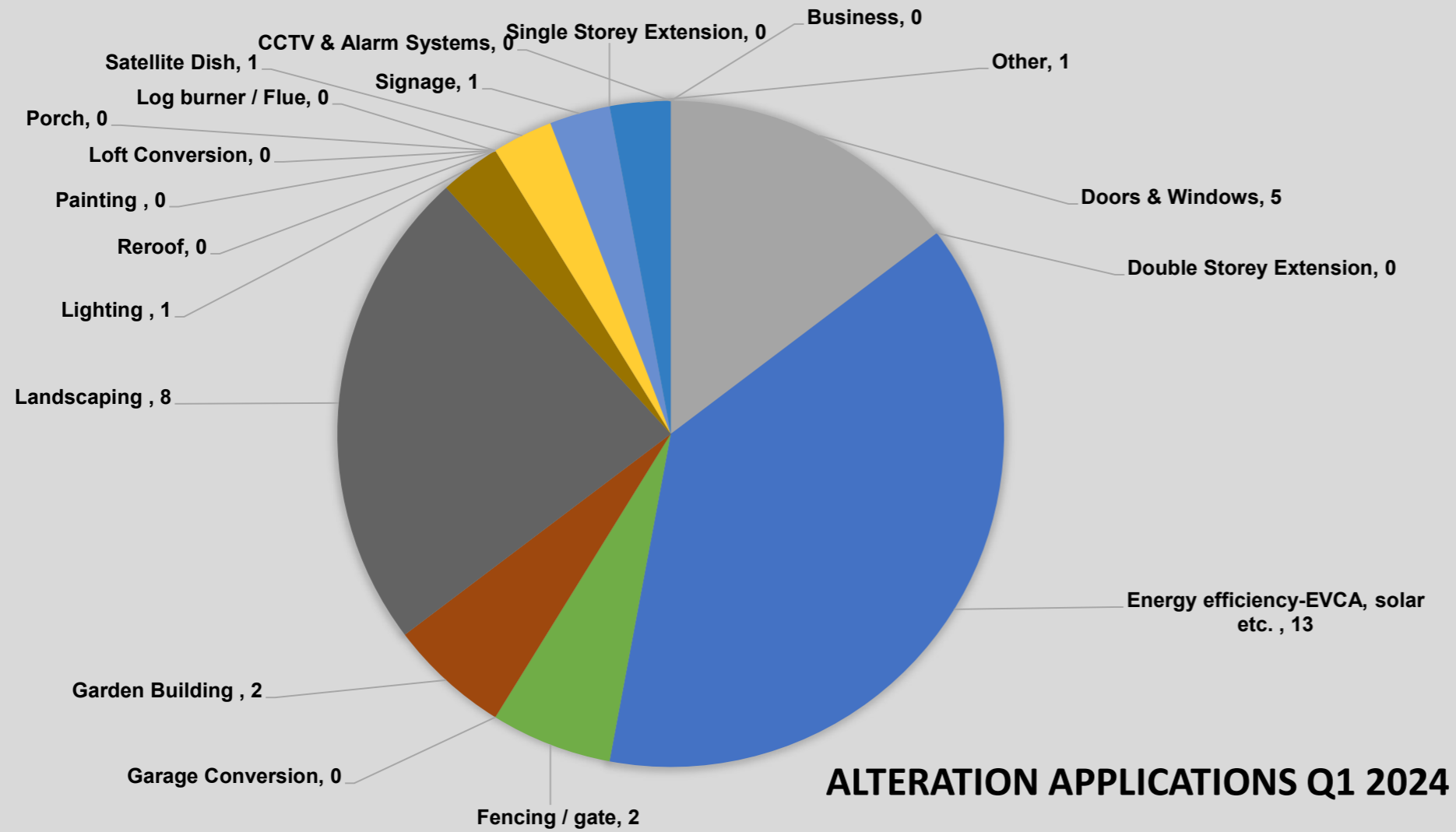
#### Breaches

A total of **56 breaches** were recorded in Q1 of 2024.

The trends are as expected with signage, bins and garden standards providing the majority of breach reports.

The number of formal breaches remains fairly low with the majority of issues dealt with in an informal way between the resident and the Estates Officers.

3 homes are currently subject to solicitors letters for unresolved breaches.



### Alterations

The number of alterations has risen sharply in Q1 of 2024 to 34 applications from 14 in Q4 of 2023.

It is believed that this is due to the more settled financial situation and is also being driven by applications for Electric Vehicle Charging Points (EVCPs) and Photovoltaic Solar Panels.

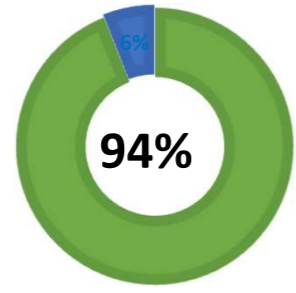
The Estates Officers continue to offer free advice prior to the application stage meaning many potential issues are "ironed out" before an application is made and, largely because of this, 100% of applications were dealt with within the timeline required.

Estate Management & other indicators Dashboard

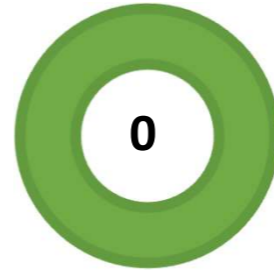
Number of Estates Checks completed Qtr 1 2024



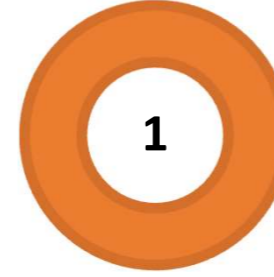
% of Estates Checks completed on time Qtr 1 2024



Number of RIDDOR reports in 2024



Number of formal complaints received Qtr 1 2024



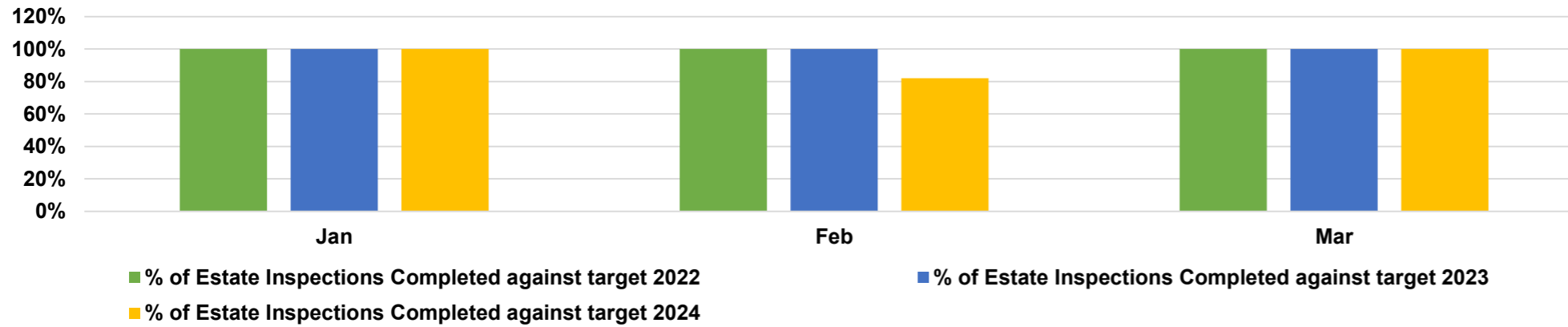
Estate Management & other indicators

Estates checks were slightly under target (2 inspections) in February due to sickness in the team. All areas were inspected in March.

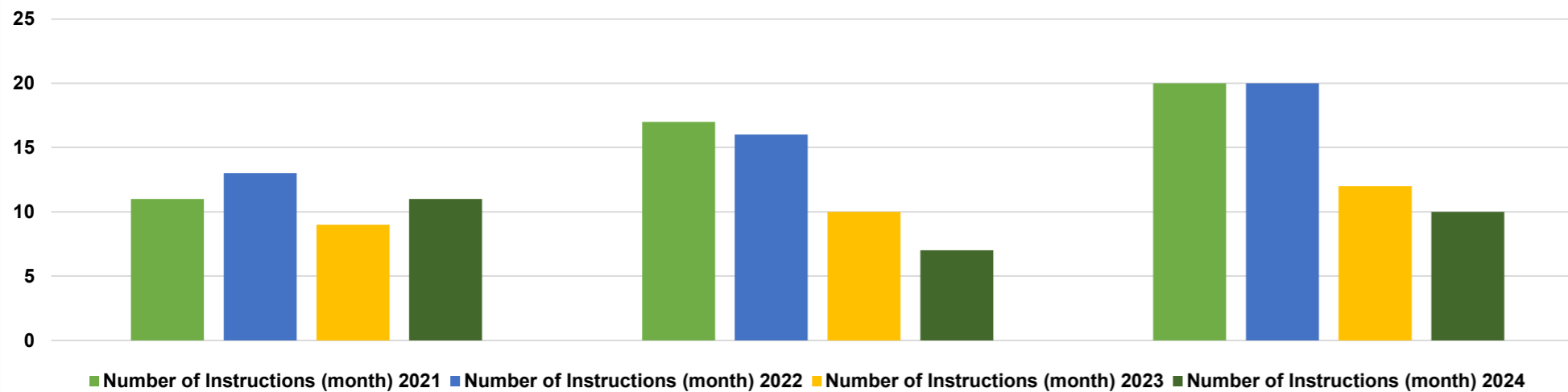
One formal complaint was received regarding length of time to deal with a breach. This is now closed and the breach has been referred to solicitors.

There were 28 change of ownership completions in Q1 (this number does not include new build transfers). This number is down on previous years which it is believed relates to a "flurry" in the housing market following the pandemic. The housing market remains volatile and it is not possible to provide a prediction on whether this rate of completions will continue or change up or down in the coming months.

Number of Estate Checks completed on time Q1 2024



Number of completions received 2021-2024 comparisons





	Number of community volunteers in our community places (in month)	Number of people/ organisations using community facilities (in month)	Number of residents/ service users involved in formal/ informal consultation groups (in month)	Number of third sector/community group organisations supported (in month)	Number of community groups supported (in month)	Number of new community groups supported (in month)	Number of partnerships in place (in month)	Number of young people engaged in youth activities (in month)	Number of older adults taking part in social activities across neighbourhoods (in month)	Number of BVT community involvement community events & activities taken place (in month)
Jan	32		30	32	29	0	65	187	30	8
Feb	31		29	34	31	3	67	323	115	10
Mar	32		40	34	31	1	70	513	125	18

**Community Development & Partnerships**

In Q1 2024 the number of community volunteers working with BVT remained steady at around 32. It is hoped that the Lawley Volunteer Network will help to increase the number of volunteers working with the team in a wide variety of roles.

The number of people/organisations using Lawley Community Hub will be measured in Q2 2024.

Partnerships with other organisations continues to grow with Telford Steam Railway being a notable addition in the quarter.

The number of youths engaging with activities increased over the quarter due to Easter holiday activities.

Overall the work of the Community Development and Partnerships Officer continues to impress and increased working with local partners takes advantage of the many synergies in the work.

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LAWLEY MANAGEMENT COMMITTEE	
Date	30 <sup>th</sup> April 2024
Item 8	Quarterly Financial Report Quarter 1 2024
Author	Tracey Rowe Head of Estates and Stewardship
Contact Details	<a href="mailto:traceyrowe@bvt.org.uk">traceyrowe@bvt.org.uk</a>



### 1. Purpose of Report

To present the financial position against budget at the end of Quarter 1 2024.

### 2. Recommendation/s

The Committee is requested to **DISCUSS** and **NOTE** the contents of this report.

### 3. Link to Strategic Aims, Objectives and Values

The successful stewardship of the estate is a priority for BVT and delivers on our aims and values.

The report specifically meets the 10 year Corporate Plan measures of success in that it will;

- Ensure that the BVT team listens to resident's views and acts on them.
- Consult with resident members on the activity of the team.
- Ensure value for money performance is monitored.

### 4. Financial Impact

All of the work linked to the management of the Estates and Stewardship service falls within existing budgets. In summary costs and income are running broadly in line with budgets.

### 5. Value for Money Impact

Poor financial performance could impact on our ability to deliver the business plan and affect financial viability.

The costs for delivering the Estates and Stewardship service are closely monitored and have been through a review to ensure that associated costs are fair and reasonable. This has been further reviewed by competitively tendering the Grounds Maintenance service to ensure deliver VfM.

## **6. Risk and Assurance Impact**

The Strategic Risk Register identifies Risk 9 as *Lack of accountability to customers and poor-quality services*.

The Operational Risk Register identifies Risk 1 as *Insufficient level of Community Charge leading to inability to maintain and replace Trust owned Estate infrastructure*.

The main risk to the budget is any significant change in the current economic climate, where charges for services, such as utilities and grounds maintenance exceed estimated costs. This will be closely monitored.

## **7. Compliance with Relevant Legislation and Regulation**

Estates & Stewardship is not directly governed by the Regulator of Social Housing (RSH) Regulatory Standards; however, we work towards these standards as the overall work of BVT as a registered housing provider, giving a tenure neutral Estates & Stewardship service in Lawley Village.

## **8. Equality, Equity, Diversity & Inclusion Impact**

As stated in the BVT Equality & Diversity Policy, BVT will encourage and support all residents to take an active part in the community and believe that positively engaging with people from diverse groups will help to contribute towards continuous improvement of the services we provide.

## **9. Customer Voice and Impact**

The Lawley Management Committee is led by elected residents of Lawley Village, who listen to the wider resident groups to bring the customer voice into all decisions made by the committee.

The Lawley community very clearly wanted more control over how the Community Charge was spent in the community which resulted in the current resident-led Lawley Management Committee (LMC) structure. LMC is the current mechanism for ensuring that a customer voice is represented in the delivery of our estate and stewardship service.

## **10. Report**

This report relates to the Lawley Estates Financial report for the first quarter of 2024 – see Appendix 1.

### **Income**

Income is slightly lower compared to the budget which is due to a profiling issue and new build rate. Phase 11 is now picking up pace and the predicted number of new build homes should be completed by year end.

## **Operational Expenditure**

Operational expenditure is lower than the budget. The main reason for this is that only 2 month's GM contract is showing in Q1 (so the line is £10k under budget), this will correct itself in future quarters as the monthly invoice is approved at a meeting early in the following month.

The "Other Expenditure" line is also showing a £5k shortfall due to a delay in invoicing from the contractor who delivers the Flower Tower/Planter project.

The remaining shortfalls are spread across a number of budget lines and relate to profiling issues (for example, General Repairs that are difficult to predict).

## **Funds**

### Eileen Hewer Community Fund

There have been £6211 given in grants from the Eileen Hewer fund in Q1 – this is a significant rise in grant giving compared with 2023. The details are given in the Estates & Stewardship Manager's report.

### Community Infrastructure Fund

There has been no expenditure from this fund. It is budgeted to draw down £82,594 at the end of the year to offset the budget deficit. No other expenditure is expected from this budget at this moment in time.

# Lawley Management Committee Report



Outturn Forecast 2024	Original Budget 2024	Lawley Estates Management	Budget Jan - March 2024	Actual & Committed Jan - March 2024	Notes
<b>Community Charge Income</b>					
676,059	676,059	Community Charges	636,659	627,752	
82,594	82,594	Draw Down from Infrastructure Fund	0	837	
3,000	3,000	Ground Rents	1,500	1,500	
<u>761,653</u>	<u>761,653</u>	<b>Total Income</b>	<u>638,159</u>	<u>630,088</u>	
2,000	2,000	Grants & Donations	500	1,700	
10,000	10,000	Other Income	5,000	0	
<u>12,000</u>	<u>12,000</u>	<b>Total Other Income</b>	<u>5,500</u>	<u>1,700</u>	
<b>773,653</b>	<b>773,653</b>	<b>Net Turnover</b>	<b>643,659</b>	<b>631,788</b>	
<b>Expenditure</b>					
(683,231)	(683,231)	Operational Expenditure	(173,279)	(116,257)	
(77,922)	(77,922)	Transfer to Wear and Tear Fund	0	0	
(7,500)	(7,500)	Transfer to Eileen Hewer Community Projects Funding	0	0	
(5,000)	(5,000)	Transfer to Community Association	0	0	
<u>(773,653)</u>	<u>(773,653)</u>	<b>Total Expenditure</b>	<u>(173,279)</u>	<u>(116,257)</u>	
<b>0</b>	<b>0</b>	<b>Potential Underspend / Overspend</b>	<b>470,380</b>	<b>515,531</b>	
<b>LAWLEY ESTATES OPERATIONAL BUDGET</b>					
<b>Estate Management</b>					
(215,113)	(215,113)	Staffing Costs	(65,232)	(62,701)	
(2,500)	(2,500)	Travel Costs	(900)	0	
(920)	(920)	Office Consumables	(290)	(135)	
(5,500)	(5,500)	Printing & Publications	0	0	
(1,575)	(1,575)	Communications	(500)	(315)	
(820)	(820)	Mobile Telephone	(272)	(257)	
(3,100)	(3,100)	Legal & Professional Fees	(930)	(1,404)	
(10,029)	(10,029)	Insurance	(3,344)	(2,508)	
(113,000)	(113,000)	Landscaping Contract	(37,664)	(28,320)	
(10,000)	(10,000)	Tree Surveys & Works	(1,000)	0	
(15,000)	(15,000)	Communal Lighting (inc Courtyards)	(5,200)	(6,250)	
(6,500)	(6,500)	General Repairs (inc Courtyards)	(2,230)	(300)	
(2,000)	(2,000)	Winter Gritting (inc Courtyards)	(650)	0	
(25,000)	(25,000)	Contribution to Neighbourhood Partnership	0	35,727	
0	0	Draw Down from Infrastructure Fund	0	(897)	
<u>(411,057)</u>	<u>(411,057)</u>	<b>Total Estate Management Costs</b>	<u>(118,212)</u>	<u>(67,360)</u>	
<b>Estate Caretaking</b>					
(57,275)	(57,275)	Caretaker - Staffing Costs	(17,150)	(16,690)	
(5,000)	(5,000)	Caretaker - Travel Costs / Vehicle Costs / Waste Disposal Costs	(1,664)	(2,560)	
(360)	(360)	Caretaker - Mobile Telephone	(120)	(129)	
(650)	(650)	Caretaker - Clothing & PPE	(275)	0	
(1,500)	(1,500)	Caretaker - Tools and Equipment	(600)	(153)	
<u>(64,785)</u>	<u>(64,785)</u>	<b>Total Estate Caretaking Costs</b>	<u>(19,809)</u>	<u>(19,532)</u>	
<b>Community Development</b>					
(43,117)	(43,117)	Staffing Costs	(13,062)	(12,603)	

(650)	(650)	Travel Costs	(216)	0
(280)	(280)	Office Consumables	(120)	0
(2,175)	(2,175)	Printing & Publications	0	(240)
(180)	(180)	Mobile Telephone	(60)	(64)
(10,870)	(10,870)	Community Development & Involvement Activities	(2,050)	(1,697)
(2,000)	(2,000)	Grant & Donations Expenditure	(500)	(414)
(10,000)	(10,000)	Other Expenditure	(5,000)	0
(15,000)	(15,000)	Resident Projects (Eileen Hewer)	(4,750)	(6,879)
(5,000)	(5,000)	Support for LMC	(500)	(353)
<b>(89,272)</b>	<b>(89,272)</b>	<b>Total Community Development</b>	<b>(26,258)</b>	<b>(22,251)</b>
		<b>Office Running Costs</b>		
(29,000)	(29,000)	Lawley Community Hub Running Costs	(9,000)	(7,115)
<b>(29,000)</b>	<b>(29,000)</b>	<b>Total Office Running Costs</b>	<b>(9,000)</b>	<b>(7,115)</b>
(89,117)	(89,117)	Administration Charge	0	0
<b>(683,231)</b>	<b>(683,231)</b>	<b>Total Operational Expenditure</b>	<b>(173,279)</b>	<b>(116,257)</b>
<b>90,422</b>	<b>90,422</b>	<b>Net Surplus to Fund the Below Funds</b>	<b>470,380</b>	<b>515,531</b>

**WEAR AND TEAR FUND****Income**

906,289	906,289	Opening Balance	0	906,289
0	0	Interest	0	0
77,922	77,922	Transfer from Community Charge	0	0
<b>984,211</b>	<b>984,211</b>	<b>Total Income</b>	<b>0</b>	<b>906,289</b>

**Expenditure**

0	0	Project Fees	0	0
0	0	Capital Expenditure	0	0
<b>0</b>	<b>0</b>	<b>Total Capital Expenditure</b>	<b>0</b>	<b>0</b>

<b>984,211</b>	<b>984,211</b>	<b>Closing Balance</b>	<b>0</b>	<b>906,289</b>
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**EILEEN HEWER COMMUNITY PROJECTS FUND****Income**

25,000	25,000	Opening Balance	0	25,000
7,500	7,500	Transfer from Community Charge	0	0
<b>32,500</b>	<b>32,500</b>	<b>Total Income</b>	<b>0</b>	<b>25,000</b>

**Expenditure**

(7,500)	(7,500)	Grant Funding	0	(6,879)
<b>(7,500)</b>	<b>(7,500)</b>	<b>Total Capital Expenditure</b>	<b>0</b>	<b>(6,879)</b>

<b>25,000</b>	<b>25,000</b>	<b>Closing Balance</b>	<b>0</b>	<b>18,121</b>
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**COMMUNITY INFRASTRUCTURE FUND****Income**

182,872	182,872	Opening Balance	0	182,872
0	0	Interest	0	0
0	0	Transfer from Community Charge	0	0
<b>182,872</b>	<b>182,872</b>	<b>Total Income</b>	<b>0</b>	<b>182,872</b>

**Expenditure**

0	0	Capital Expenditure	0	(897)
<b>0</b>	<b>0</b>	<b>Total Capital Expenditure</b>	<b>0</b>	<b>(897)</b>

<b>182,872</b>	<b>182,872</b>	<b>Closing Balance</b>	<b>0</b>	<b>181,976</b>
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**RESIDENTS ASSOCIATION FUND****Income**

5,000	5,000	Opening Balance	0	5,000
5,000	5,000	Transfer from Community Charge	0	0
<b>10,000</b>	<b>10,000</b>	<b>Total Income</b>	<b>0</b>	<b>5,000</b>

**Expenditure**

(5,000)	(5,000)	Grant Funding	0	(353)
<b>(5,000)</b>	<b>(5,000)</b>	<b>Total Capital Expenditure</b>	<b>0</b>	<b>(353)</b>

<b>5,000</b>	<b>5,000</b>	<b>Closing Balance</b>	<b>0</b>	<b>4,647</b>
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<b>Lawley Management Committee</b>	
<b>Date</b>	<b>30<sup>th</sup> April 2024</b>
<b>Item 9</b>	<b>Estates &amp; Stewardship Update</b>
<b>Author</b>	<b>Nick Freeman</b>
<b>Contact Details</b>	<b>nicholasfreeman@bvt.org.uk 07813 102 551</b>



## 1. Purpose of Report

The purpose of this report is to inform Committee of the activities of the BVT team in Lawley during Quarter 1 of 2024.

## 2. Recommendation

Committee is asked to **Discuss** and **Note** the contents of this report.

## 3. Link to Strategic Aims, Objectives and Values

The delivery of Long-Term Stewardship in Lawley Village works towards the BVT corporate aims of;

- Place-shaping
- Community building
- Championing people
- Providing great homes
- Inspiring learning and sharing
- Building Organisational Strength

And includes the BVT values of Partnership, Fairness, Quality, Integrity and Innovation.

The report specifically meets the BVT 2023-2032 Corporate Plan measures of success in that it will demonstrate that the team are;

- Delivering Estates & Stewardship services that are shaped by customers
- Understanding the strengths, needs and aspirations of the community through the production of a bespoke neighbourhood plan to provide evidence-based approach to our services.
- Will establish a local hub where the community can work together, build capacity and use services.
- Are working with other teams within BVT to ensure they are actively involved in activities to champion people.
- Ensure value for money performance is monitored.

## 4. Financial Impact

Whilst detailed financial reporting is shown elsewhere in Committee papers this report does indicate where spending of the Community Charge budget has occurred.



## **5. Value for Money Impact**

The activities shown in this report will indicate to Committee that the team are working efficiently, effectively and in line with the community charge budget.

It is difficult to directly attribute value for money (VFM) measures to some of the team's work (particularly areas such as community development and partnership working activities) but where this is possible this will be shown clearly. The team always operate within BVT's financial standing orders rules and always seek VFM in all activities.

The report discusses the approach to arrears collection and assistance BVT may be able to offer for any residents in financial hardship.

## **6. Risk and Assurance Impact**

Committee oversight of the BVT Lawley's activities reduces the risk of brand damage occurring in line with the BVT Lawley Risk Register serials 1, 3 & 5.

## **7. Compliance with Relevant Legislation and Regulation**

The Estates & Stewardship service is not directly governed by the Regulator of Social Housing (RSH) Regulatory Standards; however, we work towards these standards as the overall work of BVT as a registered housing provider, giving a tenure neutral Estates & Stewardship service in Lawley Village.

## **8. Equality, Equity, Diversity & Inclusion Impact**

As stated in the BVT Equality, Diversity & Inclusion Policy, BVT will encourage and support all residents to take an active part in the community and believe that positively engaging with people from diverse groups will help to contribute towards continuous improvement of the services we provide.

## **9. Customer Voice and Impact**

The Lawley Management Committee is led by elected residents of Lawley Village, who listen to the wider resident community to bring the customer voice into all decisions made by the committee and ultimately delivered by BVT in Lawley.

This report relates directly to the spend of the Community Charge that residents contribute to and the team a constantly aware that any money spent is simply held in trust by BVT and must be for the benefit of the community in Lawley.

Where relevant, this report also summarises engagement with less formal groups of residents such as The Resident Sounding Group, The Lawley Green Group and discussions held with individual residents on "Estate Dates" and at events.

## **10. Report**

### **10.1 Community Development and Partnerships**

The Community Development and Partnership Officer (CD&PO) continues to work closely with many local groups, partners and individuals to ensure that the community in and around Lawley

thrives and remains a highly desirable place to live and work.

For example, it should be noted that partnership working with Lawley & Overdale Parish Council (LOPC) and BVT Lightmoor has created a coordinated working relationship that offers far more opportunities for young people to take part in creative, sporting and fun activities during school holidays, at no direct cost to them or their parents, whilst offering considerable value for money savings for all involved. Much of the administration is now delegated to the providers meaning the workload across the various BVT and LOPC teams is also much reduced when compared with previous years.

### **Financial Crisis Activity**

The team continue to watch for any opportunities to assist residents, of all tenure types, should they find themselves in financial difficulties.

During Q4 2023 & Q1 2024 the Lawley Community Hub began to host Citizen's Advice (CA) sessions for local people (via LPB funding) to enable reviews of resident's financial positions, amongst other matters, and advice to be available within the community. These sessions will be running monthly and are currently funded until June 2024.

CA advise the following comments and statistics regarding their Lawley Outreach programme:

Service users said:

- *'We wouldn't have been able to move forward without your help, thank you Matt'*
- *'We've been trying to see someone from CAB for ages but I struggle to get to Wellington'*

Citizen's Advice Telford said:

*Of the 12 people we supported in office, we helped them with the following enquiries:*

*14 Benefit*

*5 Universal Credit*

*1 Debt*

*4 Money/Pensions*

*2 Housing*

*4 Relationship/family enquiries.*

*Meaning on average, we advised each client on **2.5 issues per advice session.***

*In total, we made the clients an income gain of **£8,064***

It is felt that this Outreach programme has been a great success and BVT are assisting CA with a grant application to Lawley Partnership Board to fund the room hire for a further 12 months.

The team are not being approached regularly for financial advice but where we are, we are finding we are best suited to signposting to other service providers rather than direct support.

**Committee are invited to notify the team should any resident appears to be in hardship.**

### **COMMUNITY ACTIVITIES**

Events held during the period were:

#### **Commencement of AFC Telford Utd Kicks**

As part of Lawley Youth Forum, facilitated by BVT, the necessary partners were brought together to commence a regular Friday evening football based activity. Local councillor funding has allowed this to commence at the Academy but it has now moved to the Newdale MUGA as lighter evenings have come in.



### Opening of Lawley Community Hub.

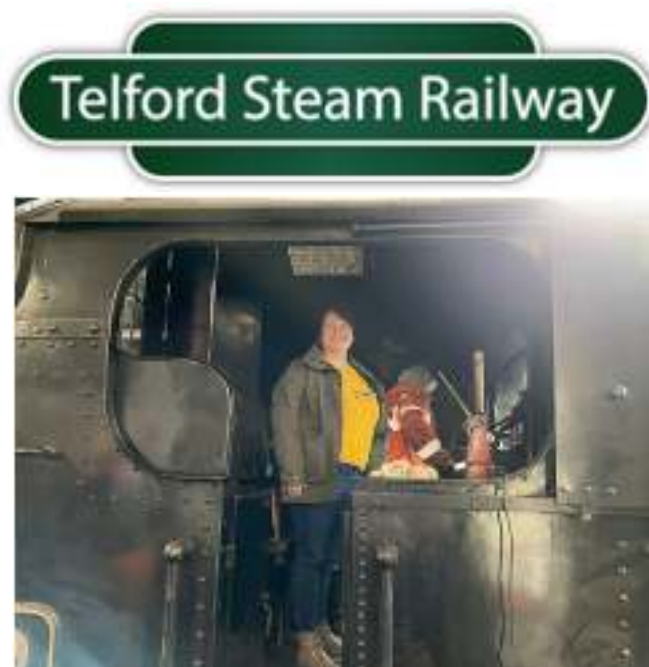
The team welcomed the Chair of Trustees, Caroline Cadbury, along with around 25 other guests to the formal opening of the hub on 20<sup>th</sup> Feb 2024.



### Networking Event at Telford Steam Railway

The E&S Manager and CD&PO visited the Telford Steam Railway. Although there has been a relationship between BVT and the railway for several years it has not been close due to the Lawley terminus of the railway being inaccessible. With the commencement of phase 11 allowing access to begin again shortly it was time to meet again. A very productive meeting was held with volunteers and board members of the railway.

Redacted – Third party Information.



### Jordan Receives High Sheriff Award

Jordan Haldron, who “becomes” Mawley The Mole for the community at numerous events has received an award for his work in the community from The High Sheriff Of Shropshire. The team met him and congratulated him after he won the award – a credit to Lawley.



### Gaming Bus Visits Lawley.

A trial of bringing in a gaming van to attract young people to engage was carried out in late Q1 – unfortunately the weather, and possibly the time of day meant turnout was relatively low but the young people who attended completed bespoke “Lawley Priority” cards and the information from these are being added into the data captured at the Celebrating Lawley event and elsewhere.



Redacted - Photos of residents.

### Easter Holiday Events

Numerous events were held over the Easter break for young people. These were well attended and operated in a partnership driven way with BVT Lightmoor and LOPC meaning there were many opportunities for young people to attend the all of events they wished to.

Redacted – Photos of residents.

### Future Events & Activites



Amongst others, the CD&P Officer is working on the following events to be delivered in 2024:

- School Holiday Activities

- Annual “Anchor” events such as Summerfest and Celebrating Lawley
- Lawley 5k
- Incredible Edible & Food Network Events
- Christmas Event(s)

## GROUPS

The following Lawley groups are currently in various stages of their activities under the guidance of the CD&P Officer.

- **Lawley Youth Forum** – The forum is in it’s infancy but, as above, the first youth focussed event took place in Q1 and regular meetings of various youth focussed leaders, hosted at The Hub by BVT, are planned in.
- **Sounding group** – The Sounding Group regularly meets and provides informal advice on a number of issues as well as proactively raising issues to the team. The group is always engaged in items brought to them and provide very useful feedback. The group is likely to provide potential LMC electoral candidates in the 2024 elections and should be included in the planning for them.
- **Lawley Armed Forces Network** – A resident has offered to take over as the lead for this group. The evening has changed to Thursdays as it is believed that this may suit some members who are still serving reservists. Consideration is being given to moving the meetings to Lawley Community Hub as some people may be put off by the pub location (not least due to the fact that the feel they must buy a drink to be there).
- **Lawley Arts and Crafters Network** – This is a new group set up to support local artists and showcase their work as exhibiting artists in the hub. No meetings have been held yet, but it is hoped to do so soon 2024
- **Lawley Coffee Mornings** – a resident has offered to “host” the coffee mornings at Lawley Community Hub – it is hoped to commence these very soon.

## PARTNER ENGAGEMENT

During Q1 of 2024 the team engaged with the following groups and partners (The list is not exhaustive and is in no particular order):

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>• West Mercia Police (WMP)</li> <li>• Telford &amp; Wrekin Council (TWC) – Planning, ASB/noise, environmental, highways etc.</li> <li>• Lawley Partnership Board (LPB)</li> <li>• Lawley &amp; Overdale Parish Council (LOPC)</li> <li>• Lawley Community Association/Community Interest Company (LCA)</li> <li>• Lawley Walkers</li> <li>• Telford Interfaith Council</li> <li>• Sanctuary Housing Association</li> </ul> | <ul style="list-style-type: none"> <li>• Lawley Running Club</li> <li>• 3x Lawley Schools</li> <li>• Lawley Scout &amp; Cubs Group</li> <li>• Lawley Youth Group</li> <li>• Lawley Neighbourhood Watch Schemes</li> <li>• Shropshire Wildlife Trust</li> <li>• Smallwoods Group</li> <li>• Citizen’s Advice Bureau</li> <li>• Shropshire Cricket Board</li> <li>• Ironbridge Lions</li> <li>• Men’s Walking and Talking</li> <li>• The Armed Forces Covenant</li> <li>• Homes England</li> </ul> |
|---|--|

- Wrekin Housing Group
- Telford Hall Nursing Home (formerly Farmstead)
- Lawley Village Developer Group
- Morrisons
- RAF Cosford
- Telford Mind
- Lawley Guides (new group)
- Telford Steam Railway

## Grantfinder

The team continue to share funding opportunities flagged up by Grantfinder to partner agencies to enable them to apply for funding where appropriate.

Funding for charitable and community work has become increasingly competitive recently with funders reporting 3 or more applicants for every grant available.

Unfortunately some funders are now pre-selecting applicants at the expression of interest stage by picking names out the hat meaning selection to go to the application stage is really just a matter of luck.

However, the E&S Manager and CD&PO are considering ways in which we can assist groups with bid writing training or similar to maximise opportunities where an application can be made.

**Committee is invited to let the CD&P Officer know of any groups that may benefit from this service so that the alerts can be set up.**

It is felt that this can provide a significant “added value” service to the community both in Lawley and the Borough.

## Eileen Hewer Fund

The Eileen Hewer fund has had a busy first quarter of 2024 with the following grants being approved:

### Redacted – Organisation Details – Third Party Information

**Total = £6659**

Further applications have been received early in Q2 and are due to be considered imminently.

Whilst it is difficult to predict future application levels it is evident that the level of grant giving in 2024 will exceed that of 2023.

It is noted that if the level of funding in Q1 continued for each of the following quarters then the fund cap of £25k would be reached and funding would need to cease.

The E&S Manager will monitor this closely and keep committee informed of predictions as the year goes on.

**Committee are asked to note that from Q2/2024 a separate report on Community Development and Partnerships will be presented to Committee to ensure there is adequate and full reporting of this area of work.**

## 10.2 Estate Management

### 10.2.1 Lawley Based Team & Lawley Community Hub

The Lawley Community Hub has become more established in the village and has seen a notable increase in footfall from members of the community since the signs have been put in place.

The atmosphere in the Hub is relaxing and friendly, lending itself especially to informal meetings and “chats” over a coffee.

Partners such as Police, councillors and LMC members regularly visit to meet the team and discuss issues.

Where residents visit, the team are finding that even though they may arrive less than happy with a situation they tend to leave feeling satisfied that they have been heard and that BVT will take action regarding their concern.

### **10.2.2 Estate Caretakers**

The Estate Caretakers have begun to see a slight change in work requirements as we move into the growing season – unfortunately the remarkably wet and warm weather during Q1 have caused weeds to grow early in courtyards but also prohibited weed spraying by our specialist contractor. This has required the Caretakers to try to deal with weed growth by mechanical means (i.e. hoeing and scraping) – this is time consuming and far less effective than spraying.

They have kept up with weed growth generally and reacted quickly where residents or Estates Officers have indicated there may be issues emerging.

It is hoped that drier weather will follow in the spring and spraying can be used to control weed issues across the village.

The working relationship with the GM Contractor has already become very close.

The increase in work away from the courtyards continues where appropriate with the Caretakers completing small works tasks that may have been passed to a contractor previously.

The Caretakers are also involved in all team activities and support all roles as required.

### **10.2.3 Estate Officers**

The Estate Officers continue to be very much at the coalface of the work of the team, they handle a wide variety of issues, some of which can be contentious, with skill, tact and professionalism.

The number of alteration requests remains low. Anecdotally residents have said that this is largely due to financial constraints and where money is being spent it appears to be on internal improvements (a view that is supported by the number of kitchen fitters & carpet fitters that are seen working around the village)

The Estates Officers met all KPI's in the reporting period.

### **10.2.4 Grounds Maintenance Contractor**

The new GM Contractor (M&BG Ltd) started delivering the new contract in Lawley on 1<sup>st</sup> January and have made an impressive start.

They have delivered in all areas asked of them and following the recent first Quarterly Contract Meeting were seen to have met all KPI's.

Grass cutting was not commenced, other than in a very few areas, at the end of Q1 as expected due to the wet weather saturating the ground. The M&BG Contract Manager and the E&S Manager are in regular contact about this and grass cutting will commence in all areas as soon as possible with M&BG offering extra resource for the first cut if needed.

The BVT team now have access to a portal and are able to access photos and notes of work completed within 24 hours it was hoped to have public facing reports at least on trial by the end of Q1 but this is delayed, they will be started ASAP. M&BG are working with the team and Comms



Officer to get the format right. The E&S Manager will circulate examples to committee members once it is available.

Monthly & quarterly contract meetings are diarised throughout the year and the level of engagement by M&BG management to date has exceeded expectations.

### **10.3 Customer Communications**

Committee are aware that a new Communications sub-group of LMC has been established and had it's first meeting in early April.

The meeting focussed on the comms surrounding the open nature of this meeting and was very productive with a really great exchange of views taking place. This has resulted in the web pages and comms about open meetings being to a high standard.

Given the increased focus on comms it is felt that committee may appreciate seeing the whole of the Customer Communications Officer's Q1 report rather than the highlights usually presented. This is included at Appendix 9.1

**Committee are invited to comment on the preferred method of reporting on Customer Communication activity.**



# **Lawley Customer Communications Report Q1 2024**

# Our Communication Platforms

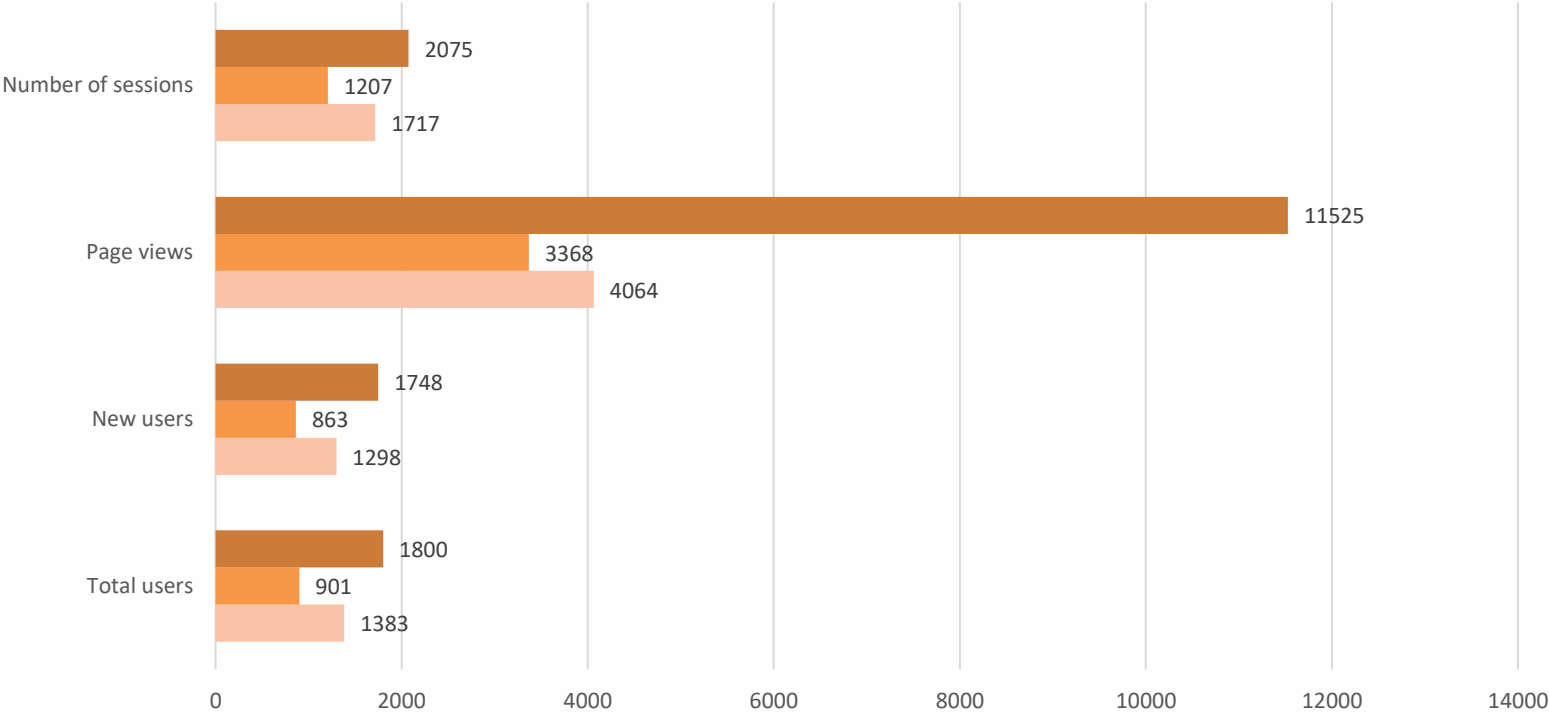
Off-line	On-line
In-view (quarterly tenant newsletter)	On-line newsletter (bi-monthly)
News releases/Radio interviews	Website
Mass/individual letters/emails/calls	Social media
Posters	Internal – Staff Bulletin
Flyers	Internal - Intranet
Face to face	
Newsletters	

# Digital statistics

- Over 93% of the UK population is online (increase of 9% compared to 2021)
- The UK has one of the largest online populations worldwide and in Europe. With around 60 million internet users, the country is fourth in Europe and 17th in the world
- There have been increases in the number of Facebook and Twitter users. Over 57.1 million people in the UK have a Facebook account and over 23 million people in the UK have a Twitter account
- 47.8% accessed the internet with their phone, 47% by laptops/ desktops and 5% by tablets.

\* Source Statista (Global data and business intelligence platform)

# BVT Lawley website



	Total users	New users	Page views	Number of sessions
2024	1800	1748	11525	2075
2023	901	863	3368	1207
2022	1383	1298	4064	1717

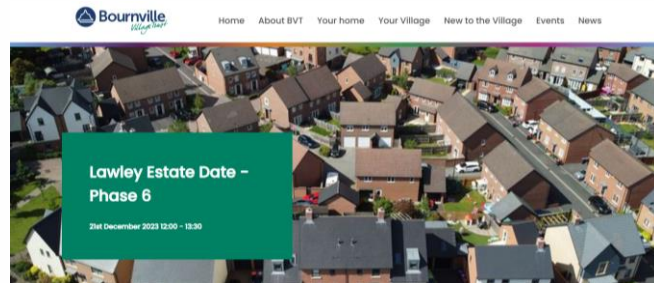
2024 2023 2022

# Top 10 website pages visited

Page
Welcome to Lawley Village – home page
Lawley Ground Maintenance Contract (following week-long campaign on social media signposting to website contents and videos)
About Lawley Village
What to do when selling your home
Annual Community Charge
How to alter your home
Events
Meet the BVT Lawley team
News
Lawley Village maps

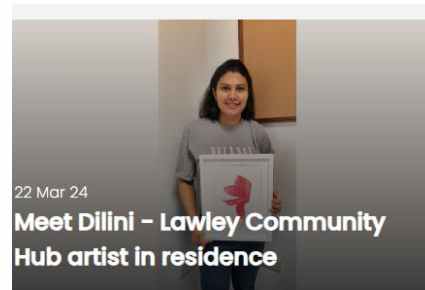
# BVT Lawley website

2 Events added to website



7 estate dates added to website

8 news stories added to website



# Traffic acquisition (based on users)

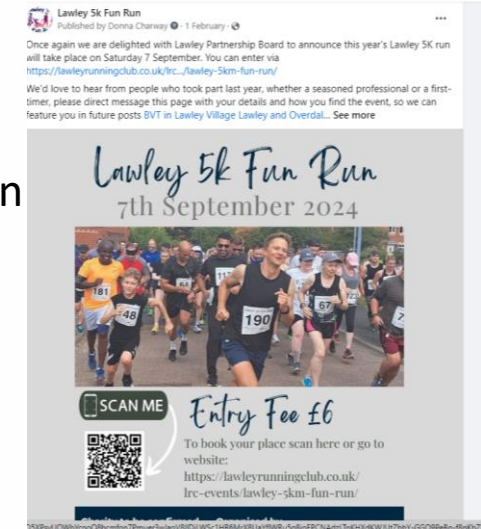
Method	Meaning	Number/%
Direct	Used the URL to go directly to the page	875 (42%)
Organic search	Unpaid listings on search engines e.g. a resident will search for the topic they are interested in	830 (40%)
Organic social	Click throughs via social media	329 (16%)
Referral	Via another source e.g. website	41 (2%)
Unassigned	Where there are no other channel rules that match the event data	4 (0.1%)

- Acquiring traffic from a number of sources (eg as above) achieves best results
- Nearly ½ of visitors directly know the web address



# Comms Partnership work

- 2024 Summerfest launch (announcement of date, regular posts regarding stall holders and production of comms plan to lead up to event)
- 5k fun run launch (announcement of date, production of comms plan to lead up to event)
- Easter holiday activities (regular posting on social media, events added to Facebook and information on website)



# in View

Autumn 2023

Your quarterly resident newsletter



You can also download and print the newsletter if

BVT's tenant magazine, posted across Birmingham and Telford four times a year.



## New Community Hub for Lawley

**A brand new Community Hub has officially opened in Lawley.**

The Hub will be a base for BVT staff in Lawley as well as a place that can be used by community groups and charities.

It was opened by BVT Chair of Trustees Caroline Cadbury.

To find out more, turn to page 7.

You can also read an update about Woodlands Park Hall in Bournville on page 7.

## Sculpture and orchard for villages thanks to Coronation Fund

**A sculpture and mini orchards have been created in Lightmoor Village and Lawley respectively thanks in part to funding from the King's Coronation Celebration Fund.**

In Lightmoor Village, a local artist was commissioned to create a 'living' memorial near to Squatters Cottage, with residents playing a part in its acorn and oak design.

In Lawley, 24 fruit trees have been planted across three sites thanks to funding from the Telford and Wrekin Council's Coronation Fund and the Lawley Partnership Board.

As part of the Coronation Legacy Project, Lawley has also benefited from three new commemorative benches and a willow crown in its community garden.



In the spring issue three articles printed mentioning Lawley

# BVT online newsletter

Sent to subscribers every two months

## Bumper crop of events for 2024

This year, communities across Birmingham and Telford can enjoy more events and activities than ever before, thanks to new partnerships and projects.

Events and activities include:

- Women's history walking tour of Bournville to celebrate International Women's Day on 8th March. Organised by the team at Selly Manor Museum, you can book [here](#). There's lots of great events and activities taking place at the museum this year, so don't forget to regularly check [www.sellymanormuseum.org.uk](http://www.sellymanormuseum.org.uk)
- Summerfest in Lawley on Saturday 6th July. Keep up to date by following the event's Facebook page <https://www.facebook.com/SummerFestTelford/>
- Weekly youth clubs in Lightmoor Village. The clubs have a jam-



## New community hub opens in Lawley

A new community hub has opened in Lawley.

We have been working closely with residents in the Village to create and shape the Hub, which will be used to provide opportunities for community groups and charities to meet.

BVT staff, from the Lawley Estates & Stewardship team, will be based at the Hub and residents will be able to access BVT services as well as support and advice from a variety of organisations, including the local police and Citizens Advice.

The team would love to hear from members of the community who would like to use the space, such as:

- Local community groups and charities.
- Professional groups/meetings.
- Parent and baby classes.
- Knit and natter groups.
- Book clubs.

For more details, check out the link below, pop into the Community Hub at Unit 3 Lawley Square, Birchfield Way, Lawley, or email [lawleystewardship@bvt.org.uk](mailto:lawleystewardship@bvt.org.uk).



## Sculpture and orchard for villages thanks to coronation fund

A sculpture and mini orchards have been created in Lightmoor Village and Lawley respectively thanks in part to funding from the King's Coronation Celebration Fund.



In Lightmoor village, a local artist was commissioned to create a 'hug' memorial near to Squatters Cottage, with residents playing a part in its acorn and oak design.

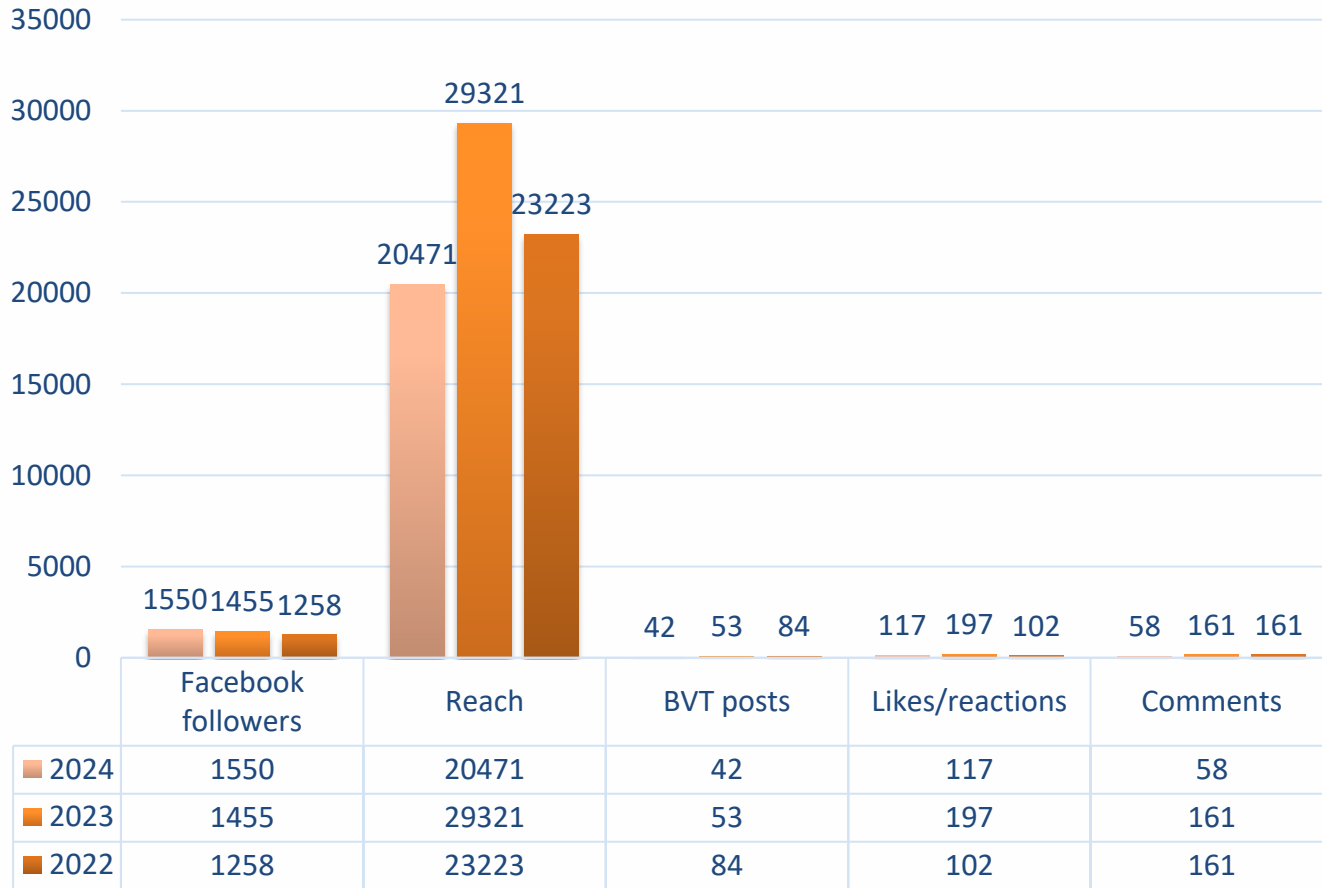
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As part of the Coronation Legacy Project, Lawley has also benefited from three new commemorative benches and a willow crown in its community garden.

[Visit the Lightmoor Village website](#)

In the first newsletter three articles mentioning Lawley were included.

# Facebook engagement



- Lower number of posts Q1 2024 than previous years resulted in lower reach and engagement (eg likes and shares).
- As people are more likely to comment negatively due to heightened emotions, less comments is a positive outcome.

# Most engaged Facebook posts

## Highest reach on a post ⓘ




Facebook post

During the Easter holidays there a Lightmoor Village and Overdale re

12 Mar 2024, 03:24

This post's reach (1,608) is **419%** higher than your median post reach (310) on Facebook.

## Highest reactions on a post ⓘ



Facebook post

Have you seen Mawley Mole arou chances are it's 16-year-old Jordai

12 Mar 2024, 09:18

This post received **3,800%** more reactions (39 reactions) than your median post (1 reaction) on Facebook.

## Highest comments on a post ⓘ



Facebook post

In today's video, Nick, BVT Lawley Estates & Stewardship Manager is

23 Feb 2024, 08:15

This post received 39 comments compared to your median post (0 comments) on Facebook.

The posts demonstrate alignment to our aims including community building and place-shaping. We also don't shy away from areas that may create negative feedback e.g. the awareness week on the new ground's maintenance contract to show we are open and transparent.

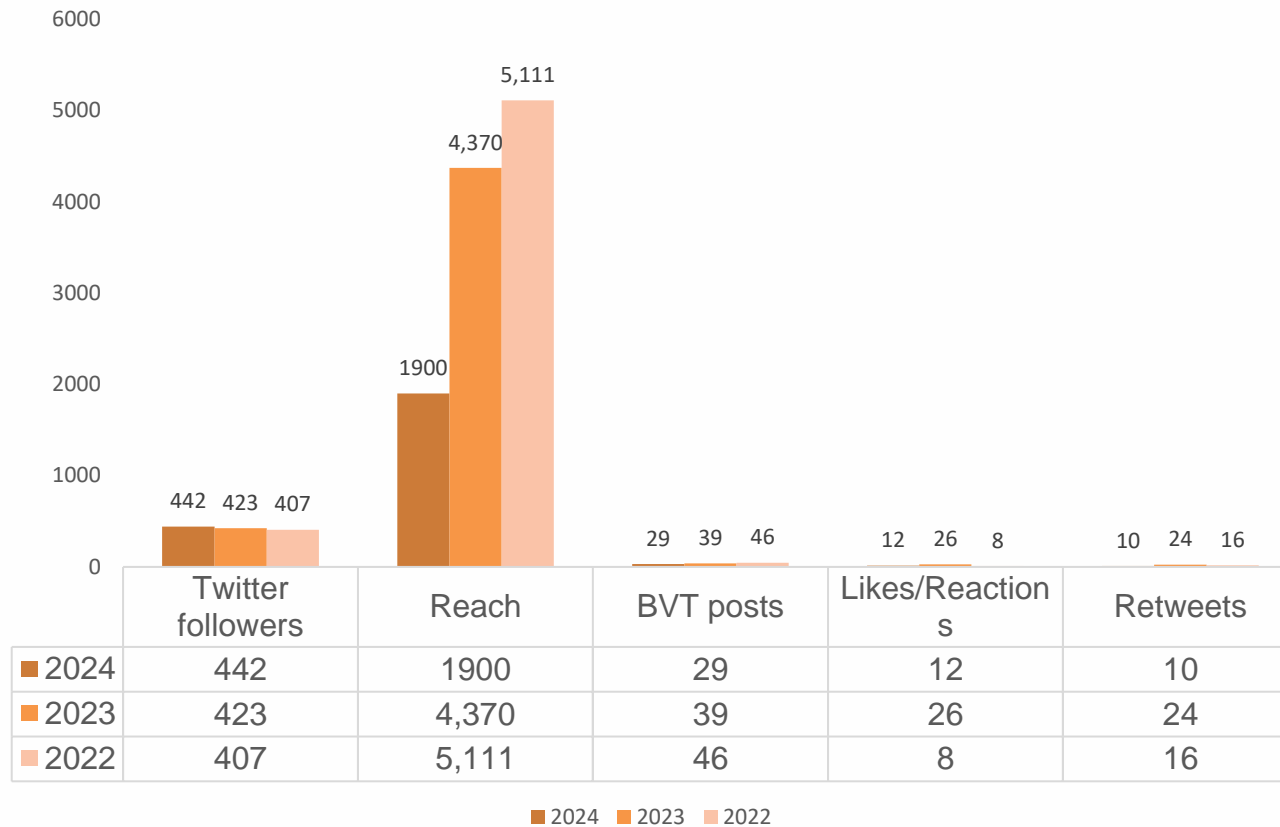
# Facebook direct messages

Eight direct messages received concerning:

- Three x issues with neighbour
- Two x alteration query
- Two x event query
- Complaint about state of roads

# Twitter engagement

BVT Lawley Twitter page



- Fewer posts published Q1 resulting in less engagement and interactions

# Lawley comms projects



## Overview of main communications projects with Lawley team

### Grounds maintenance

**Objective:** To raise awareness to residents of the changes to the grounds' maintenance contract and the new schedule and tasks being completed.

#### How:

- Planned a week-long campaign including social media, new web pages and videos involving LMC Chair, M&BG Ltd and E&SM.
- Five separate videos recorded and edited explaining how LMC were involved in the tender process, who the new company are and how they will work.
- Posts were published on social media with link to website to watch the videos

**Results:** Social media posts had a reach of over 2,500. Seven residents gave negative responses on a range of current and historic issues, all were given the option to speak to a member of the team. One resident responded positively against the comments in favour of BVT. 17 likes were received.

185 people clicked through from social media to the website.



# Lawley comms projects



## Lawley Community Hub

**Objective:** To create and install signage for the Lawley Community Hub and raise awareness through the promotion of the official launch.

### How:

- Signage – from initial liaison with creative agency to agree branding to securing company to produce and install signage.
- News release written, approved and issued
- Contents written, approved and featured on social media and website
- Photographer booked for official launch

### Results:

- Signage was created, produced and installed.
- Coverage was achieved on Telford Live.
- Positive interactions achieved on social media including 13 likes on Facebook.

# Lawley comms projects



## Observing Lawley Management Committee meeting communications

**Objective:** To announce and promote Lawley Management Committee meetings will be observable by residents from April.

### How:

- Planned a week-long campaign including social media, new web pages and videos involving LMC Chair and E&SM.
- Record five separate videos to explain why the committee felt it important for the meetings to be observable.
- Posts will be published on social media with link to website to watch the videos

### Results:

- To be advised in second quarter report.

# Lawley comms projects



## LMC sub-committee – Customer Communications Panel

**Objective:** To be part of the panel who will be responsible for ensuring BVT communications are fully inclusive by reviewing, reflecting and assisting in planning.

### How:

- Attend first meeting and agree TOR
- Discuss and agree areas of communication committee to be involved in
- To go through agreed areas of communication, discuss and Five separate videos recorded and edited explaining how LMC were involved in the tender process, who the new company are and how they will work.
- Posts were published on social media with link to website to watch the videos

### Results

- First meeting attended
- TOR agreed, next steps to present to main committee
- Committee discussed and edited LMC web pages relating to observing LMC meetings

**LMC MEETING PLAN 2024**

Date	Meeting	Item No.	Topic	Lead	Outcome
<b>9<sup>th</sup> January 2024</b>	<b>Working Group Meeting</b>				
		1	Lawley Partnership Board (LPB) Future Arrangements (Presentation)	NF	Completed
		2	LCA Representation Update (Verbal Update)	Chair	Completed
		3	2024 Meeting Planner	TR	Agreed
<b>6<sup>th</sup> February 2024</b>	<b>Quarterly LMC Meeting</b>				
		1	Introductions & apologies	JH	
		2	Declarations of Interest	JH	
		3	Minutes of 28 <sup>th</sup> November 2023 Meeting	JH	
		4	Matters Arising	JH	
		5	LPB/BVT Lawley Resourcing (for decision)	NF	
		6	Quarterly Performance Report	NF	
		7	Quarterly Financial Report	TR	
		8	Estates & stewardship Update	NF	
		9	Committee Member Items	JH	
		10	Committee Effectiveness Review	JH	
		11	LPB Update	TR	
		12	Risk Register	TR	
		13	LMC Working Group Updates	JH	
		14	Appeal Panel Notes	NF	
		15	Meeting Plan 2024	NF	
		16	AOB	JH	
		17	Future Meetings	JH	

<b>5<sup>th</sup> March 2024</b>	<b>Working Group Meeting</b>				
		1	Election Planning and Open Meetings		
		2	Communications Plan and sub-group Terms of reference		
<b>2<sup>nd</sup> April 2024</b>	<b>Customer Communications Sub-Group</b>				
		1	Group ToR's (See 5 <sup>th</sup> March meeting)	NF	
		2	Receive Briefing on Q1 comms	DC	
		3	Planned Comms Activity Q2 and beyond	DC/NF	
<b>30<sup>th</sup> April 2024</b>	<b>Quarterly LMC Meeting</b>				
		1	Introductions and apologies		
		2	Declarations of interest		
		3	Minutes		
		4	Matters arising/outstanding actions		
		5	Terms of reference and elections		
		6	Election of cooptee(s)		
		7	Quarterly performance report		
		8	Quarterly financial report		
		9	Estates and stewardship update		
		10	Committee member items		
		11	Committee effectiveness review action plan		
		12	Lawley partnership board update		
		13	Committee working group update		
		14	Appeal panel notes		
		15	Meeting plan 2024		
		16	Any other business		
		17	Confidential items		
<b>4<sup>th</sup> June 2024</b>	<b>Working Group Meeting</b>				
		1	Design Guide Review Proposals		

<b>2<sup>nd</sup> July 2024</b>	<b>Customer Communications Sub-Group</b>				
		<b>1</b>	<b>Receive Briefing on Q2 comms</b>	<b>DC</b>	
		<b>2</b>	<b>Planned Comms Activity Q3 and beyond</b>	<b>DC/NF</b>	
<b>30<sup>th</sup> July 2024</b>	<b>Quarterly LMC Meeting</b>				
		<b>1</b>	<b>Agenda TBC</b>		
<b>2<sup>nd</sup> September</b>	<b>Working Group Meeting</b>				
		<b>1</b>	<b>Agenda TBC</b>		
<b>1<sup>st</sup> October 2024</b>	<b>Customer Communications Sub-Group</b>				
		<b>1</b>	<b>Receive Briefing on Q3 comms</b>	<b>DC</b>	
		<b>2</b>	<b>Planned Comms Activity Q4 and beyond</b>	<b>DC/NF</b>	
<b>5<sup>th</sup> November 2024</b>	<b>Quarterly LMC Meeting</b>				
		<b>1</b>	<b>Agenda TBC</b>		
<b>3<sup>rd</sup> December 2024</b>	<b>Working Group Meeting</b>				
		<b>1</b>	<b>Agenda TBC</b>		

**ITEMS FOR INCLUSION IN AGENDAS/WORKING GROUPS**

<b>ITEM</b>	<b>LEAD</b>	<b>Comments</b>
LCH Meeting Room Pricing Review	NF	From November 2023 meeting where interim pricing structure agreed.
Financial Sub-group Meeting Dates	NF/TR/Chair	Date TBC once 2023 audited accounts issued.
Design Guide review	NF	