



**BOURNVILLE VILLAGE TRUST  
LAWLEY MANAGEMENT COMMITTEE**

**Meeting of the Lawley Management Committee (LMC)  
to be held on Tuesday 30<sup>th</sup> July 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 30<sup>th</sup> April 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. LAWLEY COMMUNITY HUB RE-DESIGN</b><br>To receive a report ( <b>attached</b> ) | <b>NF</b> | <b>6.15pm</b> |
| <b>5A. END OF YEAR ACCOUNTS – 2023</b><br>To receive a report ( <b>attached</b> )   | <b>TR</b> | <b>6.30PM</b> |

**ITEMS FOR DISCUSSION**

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| <b>6. QUARTERLY FINANCIAL REPORT</b><br>To receive a report ( <b>attached</b> )  | <b>TR</b> | <b>6.45pm</b> |
| <b>7. ESTATES AND STEWARDSHIP UPDATE</b><br>To receive a report and decide on the associated business case ( <b>attached</b> ) | <b>NF</b> | <b>6.50pm</b> |



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| 8.  | <b>QUARTERLY PERFORMANCE REPORT</b><br>To receive a report ( <b>attached</b> )        | NF    | 7.00pm |
| 9.  | <b>COMMUNITY DEVELOPMENT AND PARTNERSHIP REPORT</b><br>To receive a report (attached) | NF    | 7.10pm |
| 10. | <b>COMMITTEE MEMBER ITEMS</b>   | CHAIR | 7.15pm |
| 11. | <b>LAWLEY PARTNERSHIP BOARD UPDATE</b><br>To receive a verbal update                  | TR    | 7.20pm |

#### ITEMS FOR NOTING

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| 12. | <b>MEETING PLAN 2024</b><br>To receive a report ( <b>attached</b> ) | NF    | 7.30pm |
| 13. | <b>ANY OTHER BUSINESS</b>   | CHAIR | 7.35pm |
| 14. | <b>DATE OF NEXT MEETINGS</b>  |       |        |

#### FORMAL MEETINGS

5<sup>th</sup> November 2024

#### WORKING GROUP MEETINGS

3<sup>rd</sup> September 2024  
1<sup>st</sup> October 2024 (Comms Sub-group)  
3<sup>rd</sup> December 2024

#### CONFIDENTIAL ITEMS

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| 15. | <b>APPROVE CONFIDENTIAL MINUTES OF 30<sup>TH</sup> APRIL 2024</b>   | CHAIR | 7.40pm |
| 16. | <b>APPEAL PANEL NOTES</b><br>2 Appeals have been heard in Q2. Meeting notes attached for information.   | NF    | 7.45pm |
| 17. | <b>COMMITTEE WORKING GROUP UPDATE</b><br>Notes attached for meeting: <ul style="list-style-type: none"><li>• 4<sup>th</sup> June 2024</li><li>• 2<sup>nd</sup> July 2024 (Communications Sub-Group)</li></ul> | CHAIR | 7.50pm |
| 18. | <b>Confidential AOB</b><br>Items that cannot be raised in the public forum.   | Chair | 7.55pm |



**DRAFT Minutes of the Lawley Management Committee**  
**Meeting held at Lawley Community Hub and online via Microsoft Teams on**  
**30th April 2024 at 6.00pm**

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|               | <p><b>PRESENT:</b><br/>         James Haldron (JH) – Chair<br/>         Ian Springle (IS)<br/>         Grant Williams (GW)<br/>         Cllr Luke Lewis (LL)<br/>         Pete Richmond (PR)<br/>         Arthur Tsang (AT)<br/>         Garfield Parker (GP) – Co-opted<br/>         Emily Bryan (EB) – Co-opted</p>                               |  |
|               | <p><b>IN ATTENDANCE:</b><br/>         Tracey Rowe (TR) – Head of Estates &amp; Stewardship<br/>         Nick Freeman (NF) – Estates &amp; Stewardship Manager<br/>         Hannah Pryce (HP) – Head of Governance (via MS Teams)<br/>         Shannon Reynolds (SR) – Minute Taker<br/>         Donna Charway (DC) – Online Meeting Facilitator</p> |  |
|               | <p><b>OBSERVERS</b></p> <p>This is an open meeting, residents can observe and interact with DC only.</p>  |  |
| <b>018/24</b> | <p><b>INTRODUCTIONS &amp; APOLOGIES</b></p> <p>JH welcomed Committee to the first open meeting.</p> <p>Introductions:<br/>         Garfield Parker (GP)<br/>         Emily Bryan (EB)</p> <p>Apologies:<br/>         N/A</p>  |  |
| <b>019/24</b> | <p><b>DECLARATIONS OF INTEREST</b></p> <p>EB advised that she is involved in the Lawley Scouts Group which have received an Eileen Hewer Fund grant.</p>  |  |

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|               | Committee <b>NOTED</b> the declaration.  |  |
| <b>020/24</b> | <p><b>MINUTES</b></p> <p>JH tabled the minutes of the 6<sup>th</sup> February 2024 meeting and asked if there were any comments or amendments.</p> <p>GW advised that he was not present for that meeting and abstained from voting.</p> <p>Committee <b>APPROVED</b> the minutes of the meeting held on the 6<sup>th</sup> February 2024 as a true and accurate reflection.</p>   |  |
| <b>021/24</b> | <p><b>MATTERS ARISING/OUTSTANDING ACTIONS</b></p> <p>JH presented the outstanding actions schedule.</p> <p>NF clarified that items in yellow within the papers have been redacted from the public papers for confidentiality.</p> <p>Committee reviewed the outstanding actions:</p> <ul style="list-style-type: none"> <li>• <u>Action A007/24 (Communication Calendar / List)</u> – DC will work on this and bring it to the next Communications Sub-group.</li> <li>• <u>Action 015/24 (BVT Email Addresses for Resident Members)</u> – completed.</li> <li>• <u>Action 007/24 (Contract Admin Charge)</u> - TR advised that the 15% administration charge is applied to grant expenditure because it forms part of the stewardship service to administer it.</li> <li>• <u>Action 006/24 (Application Incentives)</u> - NF advised that it's difficult to find an incentive; there isn't any funding, and the applications don't charge a fee to draw from. NF will try to explore the effectiveness of a small incentive because when people don't apply it's typically due to lack of knowledge, so they wouldn't know about an incentive. NF will report back to Committee.</li> <li>• <u>Action 067/22 (Ground Rent)</u> – TR advised in 2019 Committee agreed not to charge ground rent, but they omitted to include the other landlord's blocks. Officers have investigated it and couldn't see anything in the agreement between BVT and the other landlord as to why we didn't stop charging those properties ground rent. Officers are just checking the leases to the properties affected and then a paper will be brought back to Committee in July.</li> </ul> |  |

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|                           | <p>HP advised that members who have already registered need to update their emails on TeamEngine themselves on their profiles. If members need help with this, they could email her, and she could do it with them over Microsoft Teams.</p> <p>TR clarified that if there was an application incentive it would come out of the Community Charge, and whilst we've got a breakeven budget, that's only breakeven because we're drawing down from the Infrastructure Fund.</p> <p>Committee discussed Action 007/24 (Contract Admin Charge).</p> <p>GW recommended that the administration charge is built into the bid rather so that it is self-contained and part of the overheads.</p> <p>IS queried if the charge could be capped.</p> <p>PR advised a 15% overhead in a grant is about right when looking at the full cost recovery. PR suggested we make sure we don't double-claim by applying for additional administration costs further within a grant. So, when a grant comes in the administrative fee is for the overall expenditure associated with that grant.</p> <p>GW advised it's reasonable BVT can recover their overheads and suggested Committee might need to discuss if there is much of a profit element on top.</p> <p>JH advised that the charge has to be accepted as it was agreed in the Long-term Stewardship Agreement.</p> <p>Committee <b>APPROVED AND NOTED</b> the Outstanding Actions Schedule</p> |  |
| <b>ITEMS FOR DECISION</b> |   |  |
| <p><b>022/24</b></p>      | <p><b>TERMS OF REFERENCE AND ELECTIONS</b></p> <p>HP presented the report (Appendix 5) and apologised for an error in the report initially sent out – an amended version has been issued highlighting the revisions in blue.</p> <p>HP presented the recommended revisions to the Terms of Reference (Appendix 5.1) and asked if there were any questions.</p> <p>None were received.</p> <p>JH called a vote on whether to approve the revised Terms of Reference.</p>   |  |

Committee unanimously **APPROVED** the Terms of Reference.

HP presented Section 10.2 Positions for Election 2024.

GW queried if Committee could fill Position 8, so that all five of the vacant positions are filled, if five validly nominated people put themselves forward for election. And Committee would need to decide who gets the shorter term.

HP advised that it would be good for Committee to have a contested election because it's a good democratic process we can do. Committee can appoint to those positions on anybody that applies as long as they meet the criteria. If the election does get a lot of interest, there isn't any reason why Committee couldn't put somebody in that position for two years.

HP commented that she thought Committee were going to struggle to get a contested election on four positions this year, because that's a big ask in the local community to get four or more interested people.

HP advised that Committee could put five positions forward for election but thought that would set it up not to have a contested election this year.

PR commented that he could see the benefits of both the perceived democracy of running an election and the general promotion it gives to Lawley that this is a democratically resident majority committee.

PR recommended that if committee can fill the five vacancies, then they should go for election, and there are other ways we can promote the democratic structure other than an election.

HP explained potential options for selecting a candidate for the short-term position:

- Promote it as a position that will be up for election in two years' time.
- The person with the fewest votes is placed in that position; or
- if Committee don't go out to vote, it will choose who has the two-year position.

Committee discussed putting forward five positions for elections. Comments included:

- A person who missed out likely wouldn't apply again.
- Someone may find a 2-year term more appealing.

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|                                    | <p>JH called a vote on whether committee agree or not to five positions going for election, with one position being a shorter 2-year term.</p> <p>Committee <b>APPROVED</b> the positions for elections 2024 subject to all five vacant positions being put forward for election, and the fifth vacant position (termed 'Position 8' in the report) becoming a 2-year term to stay in line with the election cycle.</p> <p>HP presented Section 10.3 Elections Quotations.</p> <p>Committee discussed the three options for organisations that could administer the ballot process. It was suggested if both elections are contested Organisation 2 would be more cost effective.</p> <p>JH called a vote for or against approving Organisation 2 to administer the ballot process.</p> <p>Committee unanimously <b>APPROVED</b> Organisation 2 as their appointment to administer the ballot process for the resident committee member places.</p> |  |
| 023/24                             | <p><b>ELECTION OF COOPTEE(S)</b><br/>JH presented the report.</p> <p>JH commented that it offers more flexibility to Committee now LCA no longer forms a part of it.</p> <p>JH asked if there were any questions. None were received.</p> <p>JH called a vote for or against the recommendation outlined in the report (Appendix 6, Section 2).</p> <p>Committee unanimously <b>AGREED</b> that Emily Bryan and Garf Parker be co-opted to LMC until the November 5<sup>th</sup> 2024 meeting.</p>  |  |
| <b><u>ITEMS FOR DISCUSSION</u></b> |   |  |
| 024/24                             | <p><b>QUARTERLY PERFORMANCE REPORT</b></p> <p>NF presented the report.</p> <p>LL entered the meeting.</p> <p>GW commented that he appreciated how the finance department were very sensitive and that there was no pressure when he dealt with them concerning the community charge after a family bereavement.</p> <p>There was a brief discussion regarding sale sign breaches.</p>   |  |

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|                      | <p>EB queried if the covenants are the same for to-let signs for rental properties.</p> <p>NF confirmed it is the same.</p> <p>NF advised that Linsley Powell will be producing a community development report from next quarter.</p> <p>AT highlighted that there was no data for the number of organisations using the community facility KPI (Appendix 7.1, page 5) and queried if this was an error.</p> <p>NF clarified that the data wasn't collected for first quarter but will be in the second.</p> <p>Committee <b>NOTED</b> the report.</p>  |                     |
| <p><b>025/24</b></p> | <p><b>QUARTERLY FINANCIAL REPORT</b></p> <p>TR presented the report.</p> <p>TR asked if there were any questions.</p> <p>GP queried if there is any interest gathered on the funds.</p> <p>TR confirmed that there is interest, it is applied at the end of the year as one lump sum and reported in the end of year accounts. TR advised that she would make sure this is on the report in future.</p> <p>PR commented that whilst the actual interest charge may fluctuate during the year based on the interest rate, for openness it would be helpful to see the budgeted interest rate from the budget forecast. PR requested that this is included in the report.</p> <p>TR advised that the interest rate BVT apply is the base rate minus 1% which is in the Long-Term Stewardship Agreement.</p> <p>PR queried why there was a credit in the contribution to the neighbourhood partnership actuals (Appendix 8.1, page 1).</p> <p>TR advised that last year Telford &amp; Wrekin Council (TWC) invoiced BVT for the whole year that was rejected because it should only have been for 6 months. They have sent a credit note this year for our accounting and this will zero out in the next quarterly report. TR advised it isn't a credit because BVT didn't pay it.</p> <p>PR queried if we are paying anything into the neighbourhood partnership board.</p> | <p>TR</p> <p>TR</p> |



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|        | <p>TR confirmed that BVT are not. At the last committee meeting it was decided to leave the £25k in the budget until Committee decided if additional resource or something else was needed later in the year. If no resource is needed it would be offset against the amount drawn down from the infrastructure fund.</p> <p>TR advised it was agreed that it will constantly be reviewed and if it is felt there was a need for additional resource or another use for the money, it would be brought to a working group meeting for committee to discuss.</p> <p>GP is there a plan to build the money and have a set level figure for the infrastructure fund.</p> <p>TR advised that BVT have a 30-year asset plan with lifecycles of different components and estimated costs. TR advised that the surplus is there because it is the first quarter, but by the end of the year it will breakeven.</p> <p>JH highlighted that there is still a resident association fund on the paperwork but there isn't an association.</p> <p>TR advised that Committee made the decision to keep the £5k for committee expenditure e.g. elections. But the budget proposed this year agreed to remove the reserve fund and it would become part of the income and expenditure. It's on the paperwork because the decision wasn't made until after the budget.</p> <p>TR advised that she would ensure this is updated.</p> <p>PR advised that Officers are trying to work on a 10-year revenue forecast to see if we can keep the fund at breakeven over that period.</p> <p>TR advised that those plans will be discussed at the next working group before it is brought to committee.</p> <p>JH asked if there were any questions or comments. None were received.</p> <p>Committee <b>NOTED</b> the report.</p> | TR |
| 026/24 | <p><b>ESTATES AND STEWARDSHIP UPDATE</b></p> <p>NF presented the report.</p> <p>NF clarified that, regarding the Eileen Hewer Fund, the finance report shows what has been paid out of the fund, whereas this report shows what has been granted and is why the figures are different.</p>  |    |

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|        | <p>GW queried how M&amp;BG have been to deal with.</p> <p>NF commented that he couldn't fault them, they have been responsive to the team when asked something and are fast acting.</p> <p>AT advised that it would be useful to have, in the report going forward, a bit more detail on the numbers e.g. the actual number of participants, the number of activities, and what the partnership work included. Also, under partner engagement just exactly what that is and what it looks like.</p> <p>AT queried what the requirements are for the reporting on the Eileen Hewer Fund and the groups that have received grants, in terms of activities delivered and feedback from people engaging in those activities.</p> <p>NF advised it varies depending on what the what the grant was and the level of the grant. For instance, if we buy some new kit, we'll go take a photo with the football team. NF advised that Officers do ask for reports back, and to do some publicity with us on social media. In terms of the feedback, it's in its infancy so we are not yet asking for much detail.</p> <p>TR advised that that it is on the action plan to review the Eileen Hewer Fund. The feedback and monitoring of the fund will also be a part of the community development report that Lindsey will be doing.</p> <p>Committee <b>NOTED</b> the report.</p> |    |
| 027/24 | <p><b>COMMITTEE MEMBER ITEMS</b></p> <p>None were received.</p>   |    |
| 028/24 | <p><b>COMMITTEE EFFECTIVENESS REVIEW ACTION PLAN</b></p> <p>JH advised that he believes everything has been completed on the Committee Effectiveness Review Action Plan.</p> <p>TR advised may need to think about sending out the online e-learning training for the co-opted members - to be completed by the end of May if possible.</p> <p>There was a discussion regarding resident members not receiving a registration email for online training courses.</p> <p>NF to investigate resident committee members not receiving the online training courses and arrange for GP and EB to be registered for the same courses.</p> <p>Committee <b>NOTED</b> the update.</p>   | NF |
| 029/24 | <p><b>LAWLEY PARTNERSHIP BOARD UPDATE</b></p>   |    |

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|                                | <p>TR gave a verbal update on the Lawley Partnership Board.</p> <ul style="list-style-type: none"> <li>• The last approved business case was for bollards on the Lawley Village Green submitted by Lawley &amp; Overdale Parish Council (LOPC).</li> <li>• The Neighbourhood Action Plan is 97% completed – a survey will be done to look for priorities to make up a new action plan.</li> <li>• The Board's administration and running is currently done by BVT's stewardship team.</li> <li>• There have been proposals for it to be run differently – more will be known at the next meeting.</li> </ul> <p>LL advised that the bollards are a Telford &amp; Wrekin Council asset and LOPC have supported it with the Lawley Partnership Board.</p> <p>Committee <b>NOTED</b> the update.</p> |    |
| <b><u>ITEMS FOR NOTING</u></b> |   |    |
| <b>030/24</b>                  | <p><b>APPEAL NOTES</b></p> <p>No appeals have been heard during the reporting period.</p> <p>Committee <b>NOTED</b> the update.</p>   |    |
| <b>031/24</b>                  | <p><b>MEETING PLAN 2024</b></p> <p>JH presented the 2024 Meeting Plan.</p> <p>TR advised that working groups July onwards will likely include elections updates.</p> <p>Committee <b>NOTED</b> the meeting plan.</p>  |    |
| <b>032/24</b>                  | <p><b>ANY OTHER BUSINESS</b></p> <p>Committee discussed whether all members should be expected to complete online training courses. It was suggested that training can become repetitive if an individual works for an organisation that requires the completion of similar courses and isn't an effective use of time to complete courses under a level of accreditation already attained. On the other hand, it was suggested that it is advantageous to make sure every member is at the same level.</p> <p>It was <b>RECOMMENDED</b> that the training course modules are reviewed at the next suitable working group meeting to discuss which ones members found useful or not.</p>  | NF |
| <b>033/24</b>                  | <p><b>DATE OF NEXT MEETING</b></p> <p>Formal meetings:<br/>30th July 2024<br/>5th November 2024</p>   |    |

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|                                    | <p>Committee Working Group Sessions/Training:<br/> 4th June 2024<br/> 2nd July 2024 (Comms Sub-group)<br/> 3rd September 2024<br/> 1st October 2024 (Comms Sub-group)<br/> 3rd December 2024</p> <p>Committee <b>NOTED</b> the dates of the next meetings.</p> |  |
| <b>CONFIDENTIAL ITEMS REDACTED</b> |  |  |
|                                    | <p><b>The meeting closed at 20:05 pm</b></p>   |  |
|                                    | <p>..... Chair</p> <p>..... Date</p> <p>..... Secretary</p> <p>..... Date</p>  |  |

| MIN    | TOPIC                                    | ACTION  | Action Owner | PROGRESS                                   |
|--------|--|---|--------------|--|
|        | <b>ACTION FROM LMC 30th April 2024</b>   |   |              |  |
| 032/24 | <b>Committee Training Course Modules</b> | Committee training course modules are reviewed at the next suitable working group meeting to discuss which ones members found useful or not.            | NF           | Added to 3 <sup>rd</sup> December agenda.  |
| 028/24 | <b>Committee Online Training Courses</b> | NF to investigate resident committee members not receiving the online training courses and arrange for GP and EB to be registered for the same courses. | NF           | <b>Complete.</b>                           |
| 025/24 | <b>Resident Association Fund</b>         | TR to ensure the financial report to updated to remove the resident association fund.   | TR           | To be removed as part of 2025 budget       |
| 025/24 | <b>Budgeted Interest Rate</b>            | The budgeted interest rate from the budget forecast to be included in future quarterly finance reports.   | TR           | To be added as part of 2025 budget reports |
| 025/24 | <b>Interest on Funds</b>                 | TR to ensure it is added to the report that interest is applied at the end of the year as one lump sum and reported in the end of year accounts.        | TR           | See Agenda Item 5a                         |

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|                | <b>ACTION FROM COMMUNICATIONS GROUP 2<sup>nd</sup> April 2024</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> | 30/7/24 - NF & DC discussed – to be discussed at the next Comms Working Group                       |
|                | <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        | All members have BVT email addresses now.<br>Contact NF if issues arise.<br><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   | NF        | Defer to Design Guide review until 2024<br>30/7/24 – DG review planned for September Working Group. |

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|               | <b>ACTIONS FROM LMC 8<sup>th</sup><br/>November 2022</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 | TR to meet with Trevor Edge to discuss further and bring a paper to committee in November 2024.   |
|               | <b>ACTIONS FROM LMC 15<sup>th</sup><br/>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.<br>New procedure to be drafted and presented – deferred to Q2 2024<br>Further deferred to 2025 |

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| <b>Lawley Management Committee</b> |   |
| <b>Date</b>                        | <b>30<sup>th</sup> July 2024</b>                    |
| <b>Item 5</b>                      | <b>Design Option for Lawley Community Hub</b>       |
| <b>Author</b>                      | <b>Nick Freeman</b>                                 |
| <b>Contact Details</b>             | <b>nicholasfreeman@bvt.org.uk<br/>07813 102 551</b> |



## 1. Purpose of Report

To secure funding for professional, and costed design options for the interior of Lawley Community Hub to be commissioned.

## 2. Recommendation/s

To **DISCUSS** and **APPROVE** a sum of no more than £1000 can be expended on commissioning an interior design specialist to draw up proposals, with estimated costings for the interior redesign of Lawley Community Hub.

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

The report relates to Place Shaping, Community Building, Championing People, and Inspiring, Learning and Sharing in that an improved hub will provide better facilities for the people of Lawley.

## 4. Financial Impact

It is proposed that the £1000 is drawn from the "Contribution to Neighbourhood Partnership" budget as this is currently underspent and it is felt that this will provide the team and committee with the information needed to consider whether the work can be completed.

## 5. Value for Money Impact

Providing a more adaptable and usable space the hub would be hired out more often and so improve the income to offset the costs encountered in running the facility for all in Lawley.

## 6. Risk and Assurance Impact

There are not considered to be any significant risks in this proposal.



## **7. Relevant Legislation and Regulation Impact**

In engaging a specialist designer, regulatory issues, such as fire and electrical regulations will be considered in the design.

Professional drawings will be produced to ensure that Lease and Planning requirements are met.

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

Any design will ensure equality act compliance.

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

The designs will be available for committee and others to view prior to any final decision to ensure that users of the Hub have a voice.

## **10. Report**

### **Background**

BVT took over Lawley Community Hub in July 2023 and so have occupied and worked from the building for a year and it is felt that the team now have a good appreciation of what layout of The Hub would provide the best facility for the community in Lawley, including the BVT team.

During May and June 2024 the E&S Manager engaged with an interior designer who kindly produced the rough plans at Appendices 5.1 and 5.2 free of charge.

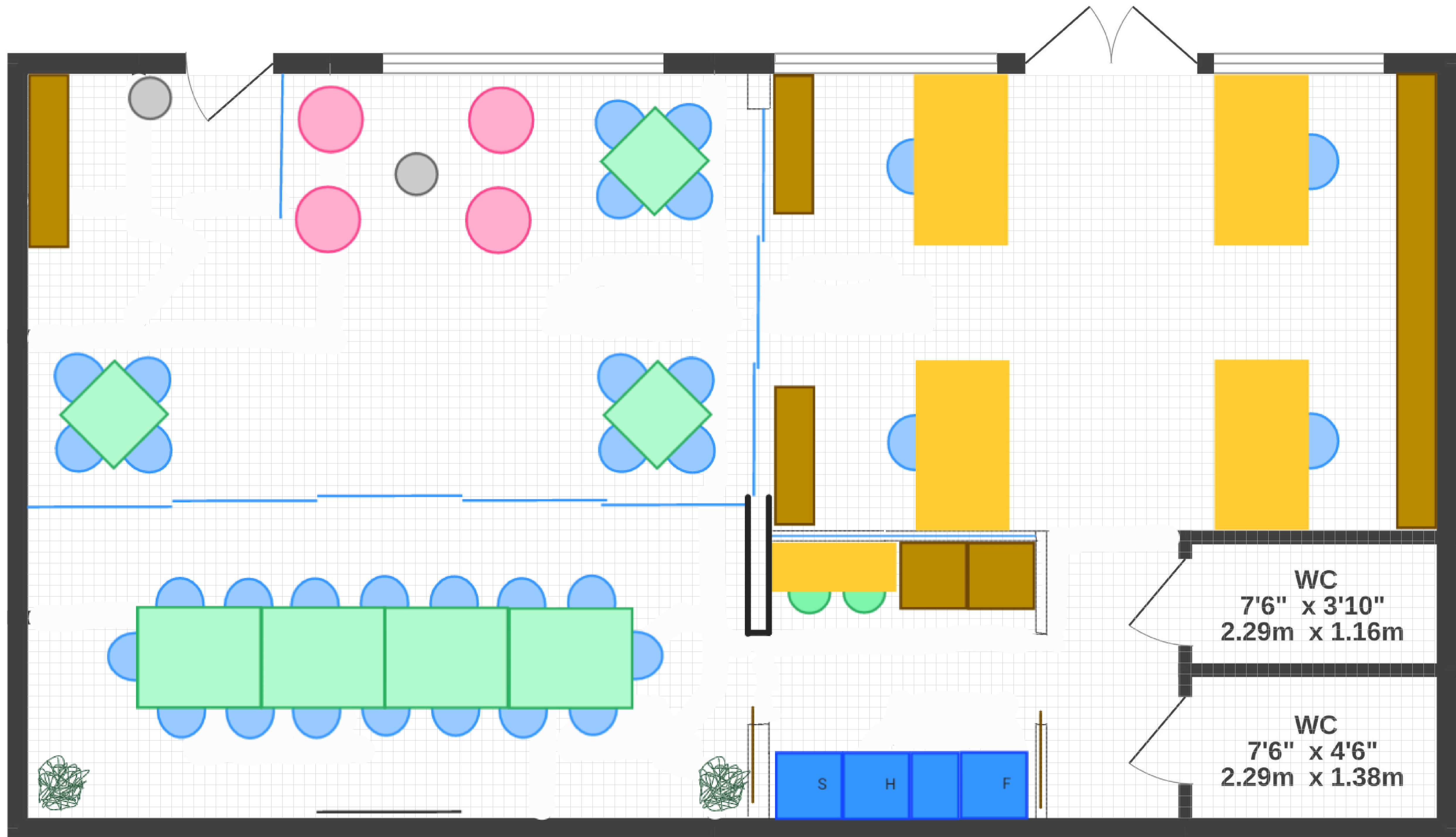
The plans align with what the team believe would be the most adaptable use of the space which would be to the advantage of all users and also maximise the potential income to help offset the costs of the Hub and offer best value for money to all of the residents of Lawley.

### **Proposal**

The designer has proposed to produce detailed drawings and a costed project plan for the interior of Lawley Community Hub.

The E&S Manager has had several communications with the designer and feels that she has a good appreciation of our needs and has demonstrated a desire to work with BVT by producing the rough proposals.

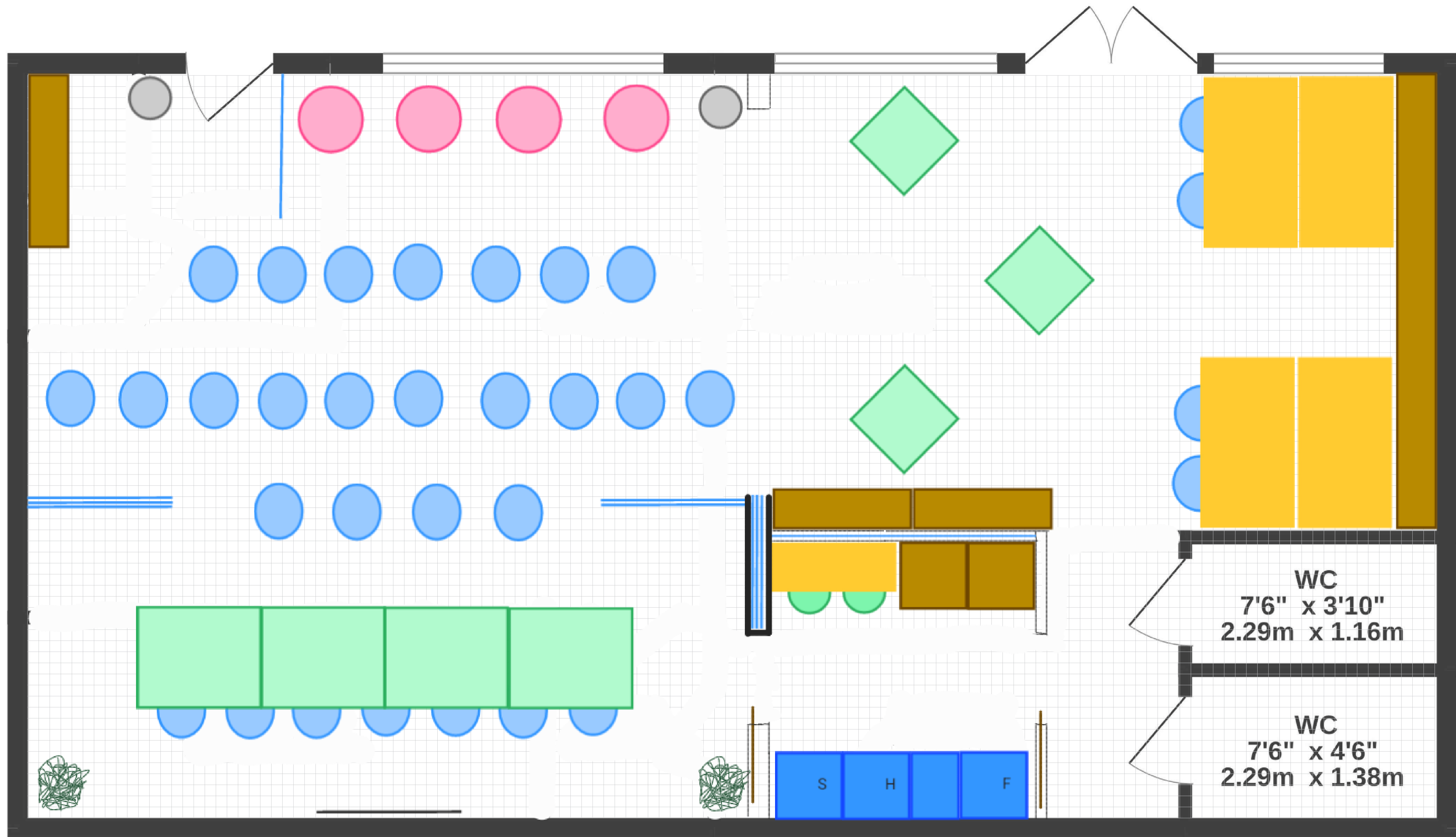
The cost to produce the plans and costings will be no more than £1000.



WC  
7'6" x 3'10"  
2.29m x 1.16m

WC  
7'6" x 4'6"  
2.29m x 1.38m

S H F



WC  
7'6" x 3'10"  
2.29m x 1.16m

WC  
7'6" x 4'6"  
2.29m x 1.38m

S H F

|                                    |  |
|------------------------------------|--|
| <b>Lawley Management Committee</b> |  |
| <b>Date</b>                        | <b>30<sup>th</sup> July 2024</b>   |
| <b>Item 5a</b>                     | <b>END OF YEAR ACCOUNTS (2023)</b>   |
| <b>Author</b>                      | <b>Tracey Rowe<br/>Head of Estates and Stewardship</b>                                   |
| <b>Contact Details</b>             | <a href="mailto:traceyrowe@bvt.org.uk">traceyrowe@bvt.org.uk</a><br><b>0121 667 1153</b> |



### 1. Purpose of Report

The purpose of this report is to present the year end accounts for 2023.

### 2. Recommendation/s

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

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

This report relates to BVT's Place-shaping, Community Building and Championing People corporate aims. Effective estates and stewardship services will ensure the estates are clean, green and safe, improving resident satisfaction for services and as a place to live, increasing community groups and events, whilst achieving value for money for Lawley residents.

### 4. Financial Impact

Poor management of budgets will significantly impact on BV'T's financial health and potentially risk our ability to deliver our key services, in line within budgets. If budgets are not monitored and spend managed successfully this could jeopardise financial viability, loan covenant compliance, the ability to deliver strategic objectives and the ability to raise new finance.

All of the work linked to the management of the Estates and Stewardship service is broadly in line with the agreed budget for 2023.

The draw down from the Community Infrastructure fund is lower than predicted, see table below. The main reason for this is the onboarding of the Community Hub was less than expected.

|   |                 |
|---|-----------------|
| Approved at LMC meeting 8 <sup>th</sup> November 2022, to cover predicted deficit 2023 budget           | £27,431         |
| Approved at LMC Meeting 9 <sup>th</sup> May 2023:   |                 |
| Newdale Park Well Being contributions – works completed end of 2022 – invoice received and paid in 2023 | £20,000         |
| Agreed deficit 2022 budget overspend to be taken out 2023   | £3,641          |
| Lawley base onboards and running costs for 2023 – Agenda Item 7, if approved – up to                    | £50,000         |
| <b>Total expected draw down from Infrastructure fund</b>  | <b>£101,072</b> |
| <b>Actual draw down from the Community Infrastructure fund for 2023</b>                                 | <b>£97,300</b>  |

## 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.

In Managing the Estates and Stewardship Service, officers will seek to:

- Ensure appropriate administration fees are charged to residents and agents for conveyancing matters such as Deeds of Covenants and Solicitor Packs.
- Seek to ensure value for money with regards to maintenance costs when procuring services wherever possible whilst striving to provide an excellent service.
- Maximise the recovery of the Community Charge.

## 6. Risk and Assurance Impact

BVT have a robust framework in place to monitor, review and manage organisational budgetary spending, which is scrutinised by LMC and BVT's Finance Committee. LMC also monitor quality of service through KPI reporting.

This report responds to Lawley's Operational Risk and Assurance Register Key Risk 1 – 'Insufficient level of Community Charge income leading to inability to maintain and replace Trust owned Estate infrastructure'.

## 7. Relevant Legislation and Regulation Impact

This report links to the Regulator of Social Housing (RSH) Regulatory Standards.

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

This report has no impact on the legislation and policies for diversity and inclusion.

## 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 LMC and BVT. LMC is the current mechanism for ensuring that a customer voice is represented in the delivery of our estate and stewardship service.

Regular events are carried out during the year and include opportunities for residents to provide feedback and to become involved residents. See Estates and Stewardship Update for more details.

## 10. Report

### End of Year Budget 2023

This report relates to the Lawley Final Financial report 2023 – see Appendix 1.

#### A. Income

Income is higher than expected, this is due to the approved draw down from the Community Infrastructure draw down to offset the expected budget deficit.

#### B. Operational Expenditure

Operational expenditure is higher than budget, £617,806 budget compared to £700,826 actual.

The main reason is Legal and Professional fees were significantly higher due to legal advice regarding a property breach, land transfers and consultant fees to support the mapping of the estate to enable the procurement of the grounds maintenance service.

#### C. Funds

##### Eileen Hewer Community Fund

There have been £5,059 grants approved during 2023.

##### Resident Fund

There was no expenditure from this fund. From 2025 this fund will be removed.

##### Community Infrastructure Fund

This fund has reduced by £97,300 as detailed in section 4 of this report.

**Lawley Management Committee Report**  
**LMC Meeting 30th July 2024**  
**Agenda Item 5a - Appendix 1**



| Outturn Forecast 2023                    | Original Budget 2023 | Lawley Estates Management                                       | Budget Jan - December P13 2023 | Actual & Committed Jan - December P13 2023 | Notes |
|--|----------------------|---|--------------------------------|--|-------|
| <b>Community Charge Income</b>           |                      |   |                                |  |       |
| 590,000                                  | 585,375              | Community Charges   | 585,375                        | 588,722                                    |       |
| 101,072                                  | 27,431               | Draw Down from Infrastructure Fund                              | 27,431                         | 97,300                                     |       |
| 3,000                                    | 3,000                | Ground Rents  | 3,000                          | 3,000                                      |       |
| <u>694,072</u>                           | <u>615,806</u>       | <b>Total Income</b>   | <u>615,806</u>                 | <u>689,022</u>                             |       |
| 2,390                                    | 2,000                | Grants & Donations  | 2,000                          | 690  |       |
| 10,000                                   | 0                    | Other Income  | 0                              | 11,115                                     |       |
| <u>12,390</u>                            | <u>2,000</u>         | <b>Total Other Income</b>                                       | <u>2,000</u>                   | <u>11,804</u>                              |       |
| <b>706,462</b>                           | <b>617,806</b>       | <b>Net Turnover</b>   | <b>617,806</b>                 | <b>700,826</b>                             |       |
| <b>Expenditure</b>                       |                      |   |                                |  |       |
| (644,945)                                | (518,851)            | Operational Expenditure   | (518,851)                      | (601,871)                                  |       |
| (86,455)                                 | (86,455)             | Transfer to Wear and Tear Fund                                  | (86,455)                       | (86,455)                                   |       |
| (7,500)                                  | (7,500)              | Transfer to Eileen Hewer Community Projects Funding             | (7,500)                        | (7,500)                                    |       |
| (5,000)                                  | (5,000)              | Transfer to Community Association                               | (5,000)                        | (5,000)                                    |       |
| <u>(743,900)</u>                         | <u>(617,806)</u>     | <b>Total Expenditure</b>  | <u>(617,806)</u>               | <u>(700,826)</u>                           |       |
| <b>(37,438)</b>                          | <b>0</b>             | <b>Potential Underspend / Overspend</b>                         | <b>0</b>                       | <b>0</b>                                   |       |
| <b>LAWLEY ESTATES OPERATIONAL BUDGET</b> |                      |   |                                |  |       |
| <b>Estate Management</b>                 |                      |   |                                |  |       |
| (201,527)                                | (201,527)            | Staffing Costs  | (201,527)                      | (199,021)                                  |       |
| (2,500)                                  | (2,500)              | Travel Costs  | (2,500)                        | (1,143)                                    |       |
| (850)                                    | (850)                | Office Consumables  | (850)                          | (728)                                      |       |
| (5,000)                                  | (5,000)              | Printing & Publications   | (5,000)                        | (3,267)                                    |       |
| (2,000)                                  | (2,000)              | Communications  | (2,000)                        | (1,616)                                    |       |
| (30,000)                                 | (2,500)              | Legal & Professional Fees                                       | (2,500)                        | (31,366)                                   |       |
| (8,104)                                  | (8,104)              | Insurance   | (8,104)                        | (8,104)                                    |       |
| (50,000)                                 | (50,000)             | Landscaping Contract  | (50,000)                       | (52,601)                                   |       |
| (8,000)                                  | (13,000)             | Communal Lighting (inc Courtyards)                              | (13,000)                       | (10,659)                                   |       |
| (6,000)                                  | (6,000)              | General Repairs (inc Courtyards)                                | (6,000)                        | (5,427)                                    |       |
| (2,000)                                  | (2,000)              | Winter Gritting (inc Courtyards)                                | (2,000)                        | (189)                                      |       |
| (25,000)                                 | (25,000)             | Contribution to Neighbourhood Partnership                       | (25,000)                       | (25,000)                                   |       |
|  |                      | Draw Down from Infrastructure Fund                              |                                |  |       |
| <u>(340,981)</u>                         | <u>(318,481)</u>     | <b>Total Estate Management Costs</b>                            | <u>(318,481)</u>               | <u>(339,120)</u>                           |       |
| <b>Estate Caretaking</b>                 |                      |   |                                |  |       |
| (53,146)                                 | (53,146)             | Caretaker - Staffing Costs                                      | (53,146)                       | (52,759)                                   |       |
| (2,000)                                  | (5,000)              | Caretaker - Travel Costs / Vehicle Costs / Waste Disposal Costs | (5,000)                        | (1,527)                                    |       |
| (655)                                    | (650)                | Caretaker - Clothing & PPE                                      | (650)                          | (655)                                      |       |
| (1,500)                                  | (1,500)              | Caretaker - Tools and Equipment                                 | (1,500)                        | (409)                                      |       |
| <u>(57,301)</u>                          | <u>(60,296)</u>      | <b>Total Estate Caretaking Costs</b>                            | <u>(60,296)</u>                | <u>(55,349)</u>                            |       |
| <b>Community Development</b>             |                      |   |                                |  |       |

|                  |                  |  |                  |                  |
|------------------|------------------|--|------------------|------------------|
| (40,147)         | (40,147)         | Staffing Costs                                 | (40,147)         | (40,921)         |
| (650)            | (650)            | Travel Costs                                   | (650)            | 0                |
| (250)            | (250)            | Office Consumables                             | (250)            | (45)             |
| (2,000)          | (2,000)          | Printing & Publications                        | (2,000)          | (344)            |
| (10,000)         | (10,000)         | Community Development & Involvement Activities | (10,000)         | (8,613)          |
| (2,390)          | (2,000)          | Grant & Donations Expenditure                  | (2,000)          | (366)            |
| (10,000)         | 0                | Other Expenditure                              | 0                | (11,343)         |
| (7,500)          | (7,500)          | Resident Projects (Eileen Hewer)               | (7,500)          | (5,059)          |
| 0                | (5,000)          | Support for Community Association (LVCA)       | (5,000)          | 0                |
| <u>(72,937)</u>  | <u>(67,547)</u>  | <b>Total Community Development</b>             | <u>(67,547)</u>  | <u>(66,691)</u>  |
|                  |                  | <b>Office Running Costs</b>                    |                  |                  |
| (4,979)          | (4,852)          | Apportionment of CTH Office Costs              | (4,852)          | (4,979)          |
| <u>(4,979)</u>   | <u>(4,852)</u>   | <b>Total Office Running Costs</b>              | <u>(4,852)</u>   | <u>(4,979)</u>   |
|                  |                  |  |                  |                  |
| (67,675)         | (67,675)         | Administration Charge                          | (67,675)         | (67,675)         |
| <u>(543,873)</u> | <u>(518,851)</u> | <b>Total Operational Expenditure</b>           | <u>(518,851)</u> | <u>(533,814)</u> |
|                  |                  |  |                  |                  |
| <u>162,589</u>   | <u>98,955</u>    | <b>Net Surplus to Fund the Below Funds</b>     | <u>98,955</u>    | <u>167,012</u>   |
|                  |                  |  |                  |                  |
|                  |                  | <b>WEAR AND TEAR FUND</b>                      |                  |                  |
|                  |                  | <b>Income</b>                                  |                  |                  |
| 819,834          | 819,834          | Opening Balance                                | 0                | 819,834          |
| 0                | 0                | Interest                                       | 0                | 33,986           |
| 86,455           | 86,455           | Transfer from Community Charge                 | 86,455           | 86,455           |
| <u>906,289</u>   | <u>906,289</u>   | <b>Total Income</b>                            | <u>86,455</u>    | <u>940,275</u>   |
|                  |                  |  |                  |                  |
|                  |                  | <b>Expenditure</b>                             |                  |                  |
| 0                | 0                | Project Fees                                   | 0                | 0                |
| 0                | 0                | Capital Expenditure                            | 0                | 0                |
| <u>0</u>         | <u>0</u>         | <b>Total Capital Expenditure</b>               | <u>0</u>         | <u>0</u>         |
|                  |                  |  |                  |                  |
| <u>906,289</u>   | <u>906,289</u>   | <b>Closing Balance</b>                         | <u>86,455</u>    | <u>940,275</u>   |
|                  |                  |  |                  |                  |
|                  |                  | <b>EILEEN HEWER COMMUNITY PROJECTS FUND</b>    |                  |                  |
|                  |                  | <b>Income</b>                                  |                  |                  |
| 25,000           | 25,000           | Opening Balance                                | 0                | 25,000           |
| 7,500            | 7,500            | Transfer from Community Charge                 | 0                | 5,059            |
| <u>32,500</u>    | <u>32,500</u>    | <b>Total Income</b>                            | <u>0</u>         | <u>30,059</u>    |
|                  |                  |  |                  |                  |
|                  |                  | <b>Expenditure</b>                             |                  |                  |
| (7,500)          | (7,500)          | Grant Funding                                  | 0                | (5,059)          |
| <u>(7,500)</u>   | <u>(7,500)</u>   | <b>Total Capital Expenditure</b>               | <u>0</u>         | <u>(5,059)</u>   |
|                  |                  |  |                  |                  |
| <u>25,000</u>    | <u>25,000</u>    | <b>Closing Balance</b>                         | <u>0</u>         | <u>25,000</u>    |
|                  |                  |  |                  |                  |
|                  |                  | <b>COMMUNITY INFRASTRUCTURE FUND</b>           |                  |                  |
|                  |                  | <b>Income</b>                                  |                  |                  |
| 280,172          | 280,172          | Opening Balance                                | 0                | 280,172          |
| 0                | 0                | Interest                                       | 0                | 10,689           |
| 0                | 0                | Transfer from Community Charge                 | 0                | 0                |
| <u>280,172</u>   | <u>280,172</u>   | <b>Total Income</b>                            | <u>0</u>         | <u>290,861</u>   |
|                  |                  |  |                  |                  |
|                  |                  | <b>Expenditure</b>                             |                  |                  |
| (101,072)        | (27,431)         | Capital Expenditure                            | (27,431)         | (97,300)         |
| <u>(101,072)</u> | <u>(27,431)</u>  | <b>Total Capital Expenditure</b>               | <u>(27,431)</u>  | <u>(97,300)</u>  |
|                  |                  |  |                  |                  |
| <u>179,100</u>   | <u>252,741</u>   | <b>Closing Balance</b>                         | <u>(27,431)</u>  | <u>193,561</u>   |
|                  |                  |  |                  |                  |
|                  |                  | <b>RESIDENTS ASSOCIATION FUND</b>              |                  |                  |



|                |                |                                  |          |              |
|----------------|----------------|----------------------------------|----------|--------------|
| 5,000          | 5,000          | <b>Income</b>                    |          |              |
| 5,000          | 5,000          | Opening Balance                  | 0        | 5,000        |
| <b>10,000</b>  | <b>10,000</b>  | Transfer from Community Charge   | 0        | 0            |
|                |                | <b>Total Income</b>              | <b>0</b> | <b>5,000</b> |
|                |                | <b>Expenditure</b>               |          |              |
| (5,000)        | (5,000)        | Grant Funding                    | 0        | 0            |
| <b>(5,000)</b> | <b>(5,000)</b> | <b>Total Capital Expenditure</b> | <b>0</b> | <b>0</b>     |
| <b>5,000</b>   | <b>5,000</b>   | <b>Closing Balance</b>           | <b>0</b> | <b>5,000</b> |

| LAWLEY MANAGEMENT COMMITTEE |   |
|-----------------------------|---|
| Date                        | 30 <sup>th</sup> July 2024  |
| Item 6                      | Quarterly Financial Report<br>Quarter 2 2024                                      |
| Author                      | Tracey Rowe<br>Head of Estates and Stewardship                                    |
| Contact Details             | <a href="mailto:traceyrowe@bvt.org.uk">traceyrowe@bvt.org.uk</a><br>0121 667 1153 |



### 1. Purpose of Report

To present the financial position against budget at the end of Quarter 2 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 second quarter of 2024 – see Appendix 1.

As requested by LMC Chair the format of Appendix 1 has changed to include each quarter's budget for ease of reference for committee members.

## **Income**

Income is slightly lower compared to the budget which is due to a profiling issue and new build rate.

## **Operational Expenditure**

Operational expenditure is lower than the budget.

## **Estate Management**

There are a number of budgets that are showing an overspend compared to budget. Details of which are shown below:

- Legal and Professional fees is over budget due to legal advice provided regarding land transfers.
- Insurance is a profiling issue.
- Communal Lighting is due to a number of repairs carried out this year within courtyards.
- The contribution to the Neighbourhood Partnership for 2024 is £10,747 instead of the budgeted amount of £25,000. This is due to the changes in the administration of the Lawley Partnership Board, no longer requiring a full-time member of staff. This provides a saving of £14,273 as the projected outturn.

## **Estate Caretaking**

The expenditure is in line with the budget.

## **Community Development**

The expenditure is broadly in line with the budget.

## **Office Running Costs**

The budget is showing £2,410 over, this is mainly due to under estimating the property rates. The budget was for £800 the actual is £2,150.

## **Funds**

### Eileen Hewer Community Fund

There have been £9,271 given in grants from the Eileen Hewer fund up to the end of Q2 – this is a significant rise in grant giving compared with 2023.

### 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**  
**Meeting 30th July 2024**  
**Agenda Item 6 - Appendix 1**



| Outturn Forecast 2024                    | Original Budget 2024 | Lawley Estates Management                                       | Budget Jan - June 2024 | Actual & Committed Jan - March 2024 Q1 | Actual & Committed June 2024 Q2 | Notes |
|--|----------------------|---|------------------------|--|---------------------------------|-------|
| <b>Community Charge Income</b>           |                      |   |                        |  |                                 |       |
| 676,059                                  | 676,059              | Community Charges   | 646,659                | 627,752                                | 632,073                         |       |
| 82,594                                   | 82,594               | Draw Down from Infrastructure Fund                              | 0                      | 837                                    | 0                               |       |
| 3,000                                    | 3,000                | Ground Rents  | 1,500                  | 1,500                                  | 3,000                           |       |
| <b>761,653</b>                           | <b>761,653</b>       | <b>Total Income</b>   | <b>648,159</b>         | <b>630,088</b>                         | <b>635,073</b>                  |       |
| 2,000                                    | 2,000                | Grants & Donations  | 1,000                  | 1,700                                  | 1,700                           |       |
| 10,000                                   | 10,000               | Other Income  | 5,000                  | 0                                      | 6,656                           |       |
| <b>12,000</b>                            | <b>12,000</b>        | <b>Total Other Income</b>                                       | <b>6,000</b>           | <b>1,700</b>                           | <b>8,356</b>                    |       |
| <b>773,653</b>                           | <b>773,653</b>       | <b>Net Turnover</b>   | <b>654,159</b>         | <b>631,788</b>                         | <b>643,429</b>                  |       |
| <b>Expenditure</b>                       |                      |   |                        |  |                                 |       |
| (683,231)                                | (683,231)            | Operational Expenditure   | (289,267)              | (103,254)                              | (263,816)                       |       |
| (77,922)                                 | (77,922)             | Transfer to Wear and Tear Fund                                  | 0                      | 0                                      | 0                               |       |
| (7,500)                                  | (7,500)              | Transfer to Eileen Hewer Community Projects Funding             | 0                      | 0                                      | 0                               |       |
| (5,000)                                  | (5,000)              | Transfer to Community Association                               | 0                      | 0                                      | 0                               |       |
| <b>(773,653)</b>                         | <b>(773,653)</b>     | <b>Total Expenditure</b>  | <b>(289,267)</b>       | <b>(103,254)</b>                       | <b>(263,816)</b>                |       |
| <b>0</b>                                 | <b>0</b>             | <b>Potential Underspend / Overspend</b>                         | <b>364,892</b>         | <b>528,534</b>                         | <b>379,613</b>                  |       |
| <b>LAWLEY ESTATES OPERATIONAL BUDGET</b> |                      |   |                        |  |                                 |       |
| <b>Estate Management</b>                 |                      |   |                        |  |                                 |       |
| (215,113)                                | (215,113)            | Staffing Costs  | (115,056)              | (47,101)                               | (111,886)                       |       |
| (2,500)                                  | (2,500)              | Travel Costs  | (1,300)                | 0                                      | (306)                           |       |
| (920)                                    | (920)                | Office Consumables  | (435)                  | (131)                                  | (243)                           |       |
| (5,500)                                  | (5,500)              | Printing & Publications   | (2,000)                | 0                                      | 0                               |       |
| (1,575)                                  | (1,575)              | Communications  | (650)                  | (315)                                  | (315)                           |       |
| (820)                                    | (820)                | Mobile Telephone  | (408)                  | (257)                                  | (341)                           |       |
| (3,100)                                  | (3,100)              | Legal & Professional Fees                                       | (1,550)                | (504)                                  | (7,232)                         |       |
| (10,029)                                 | (10,029)             | Insurance   | (5,016)                | (2,508)                                | (5,016)                         |       |
| (113,000)                                | (113,000)            | Landscaping Contract  | (56,498)               | (18,880)                               | (47,200)                        |       |
| (10,000)                                 | (10,000)             | Tree Surveys & Works  | (2,000)                | 0                                      | 0                               |       |
| (15,000)                                 | (15,000)             | Communal Lighting (inc Courtyards)                              | (7,100)                | (3,606)                                | (8,625)                         |       |
| (6,500)                                  | (6,500)              | General Repairs (inc Courtyards)                                | (3,480)                | (300)                                  | (1,407)                         |       |
| (2,000)                                  | (2,000)              | Winter Gritting (inc Courtyards)                                | (650)                  | 0                                      | 0                               |       |
| (25,000)                                 | (25,000)             | Contribution to Neighbourhood Partnership                       | 0                      | 10,727                                 | 10,727                          |       |
| 0  | 0                    | Draw Down from Infrastructure Fund                              | 0                      | (837)                                  | 0                               |       |
| <b>(411,057)</b>                         | <b>(411,057)</b>     | <b>Total Estate Management Costs</b>                            | <b>(196,143)</b>       | <b>(63,712)</b>                        | <b>(171,844)</b>                |       |
| <b>Estate Caretaking</b>                 |                      |   |                        |  |                                 |       |
| (57,275)                                 | (57,275)             | Caretaker - Staffing Costs                                      | (30,323)               | (12,518)                               | (29,908)                        |       |
| (5,000)                                  | (5,000)              | Caretaker - Travel Costs / Vehicle Costs / Waste Disposal Costs | (2,498)                | (2,416)                                | (2,848)                         |       |
| (360)                                    | (360)                | Caretaker - Mobile Telephone                                    | (180)                  | (129)                                  | (171)                           |       |
| (650)                                    | (650)                | Caretaker - Clothing & PPE                                      | (300)                  | 0                                      | (40)                            |       |
| (1,500)                                  | (1,500)              | Caretaker - Tools and Equipment                                 | (600)                  | (153)                                  | (208)                           |       |
| <b>(64,785)</b>                          | <b>(64,785)</b>      | <b>Total Estate Caretaking Costs</b>                            | <b>(33,901)</b>        | <b>(15,215)</b>                        | <b>(33,174)</b>                 |       |
| <b>Community Development</b>             |                      |   |                        |  |                                 |       |
| (43,117)                                 | (43,117)             | Staffing Costs  | (23,079)               | (9,452)                                | (22,644)                        |       |
| (650)                                    | (650)                | Travel Costs  | (324)                  | 0                                      | 0                               |       |
| (280)                                    | (280)                | Office Consumables  | (180)                  | 0                                      | (3)                             |       |
| (2,175)                                  | (2,175)              | Printing & Publications   | (1,750)                | (240)                                  | (240)                           |       |
| (180)                                    | (180)                | Mobile Telephone  | (90)                   | (64)                                   | (85)                            |       |
| <b>(10,870)</b>                          | <b>(10,870)</b>      | <b>Community Development &amp; Involvement Activities</b>       | <b>(3,050)</b>         | <b>(1,429)</b>                         | <b>(1,942)</b>                  |       |

|                  |                  |   |                  |                  |                  |
|------------------|------------------|---|------------------|------------------|------------------|
| (2,000)          | (2,000)          | Grant & Donations Expenditure               | (1,000)          | (414)            | (683)            |
| (10,000)         | (10,000)         | Other Expenditure                           | (5,000)          | 0                | (6,656)          |
| (15,000)         | (15,000)         | Resident Projects (Eileen Hewer)            | (9,500)          | (6,211)          | (9,271)          |
| (5,000)          | (5,000)          | Support for LMC                             | (750)            | (353)            | (365)            |
| <u>(89,272)</u>  | <u>(89,272)</u>  | <b>Total Community Development</b>          | <u>(44,723)</u>  | <u>(18,164)</u>  | <u>(41,889)</u>  |
|                  |                  | <b>Office Running Costs</b>                 |                  |                  |                  |
| (29,000)         | (29,000)         | Lawley Community Hub Running Costs          | (14,500)         | (6,162)          | (16,910)         |
| <u>(29,000)</u>  | <u>(29,000)</u>  | <b>Total Office Running Costs</b>           | <u>(14,500)</u>  | <u>(6,162)</u>   | <u>(16,910)</u>  |
| (89,117)         | (89,117)         | Administration Charge                       | 0                | 0                | 0                |
| <u>(683,231)</u> | <u>(683,231)</u> | <b>Total Operational Expenditure</b>        | <u>(289,267)</u> | <u>(103,254)</u> | <u>(263,816)</u> |
| <u>90,422</u>    | <u>90,422</u>    | <b>Net Surplus to Fund the Below Funds</b>  | <u>364,892</u>   | <u>528,534</u>   | <u>379,613</u>   |
|                  |                  | <b>WEAR AND TEAR FUND</b>                   |                  |                  |                  |
|                  |                  | <b>Income</b>                               |                  |                  |                  |
| 906,289          | 906,289          | Opening Balance                             | 0                | 906,289          | 906,289          |
| 0                | 0                | Interest                                    | 0                | 0                | 0                |
| 77,922           | 77,922           | Transfer from Community Charge              | 0                | 0                | 0                |
| <u>984,211</u>   | <u>984,211</u>   | <b>Total Income</b>                         | <u>0</u>         | <u>906,289</u>   | <u>906,289</u>   |
|                  |                  | <b>Expenditure</b>                          |                  |                  |                  |
| 0                | 0                | Project Fees                                | 0                | 0                | 0                |
| 0                | 0                | Capital Expenditure                         | 0                | 0                | 0                |
| <u>0</u>         | <u>0</u>         | <b>Total Capital Expenditure</b>            | <u>0</u>         | <u>0</u>         | <u>0</u>         |
| <u>984,211</u>   | <u>984,211</u>   | <b>Closing Balance</b>                      | <u>0</u>         | <u>906,289</u>   | <u>906,289</u>   |
|                  |                  | <b>EILEEN HEWER COMMUNITY PROJECTS FUND</b> |                  |                  |                  |
|                  |                  | <b>Income</b>                               |                  |                  |                  |
| 25,000           | 25,000           | Opening Balance                             | 0                | 25,000           | 25,000           |
| 7,500            | 7,500            | Transfer from Community Charge              | 0                | 0                | 0                |
| <u>32,500</u>    | <u>32,500</u>    | <b>Total Income</b>                         | <u>0</u>         | <u>25,000</u>    | <u>25,000</u>    |
|                  |                  | <b>Expenditure</b>                          |                  |                  |                  |
| (7,500)          | (7,500)          | Grant Funding                               | 0                | (6,211)          | (9,271)          |
| <u>(7,500)</u>   | <u>(7,500)</u>   | <b>Total Capital Expenditure</b>            | <u>0</u>         | <u>(6,211)</u>   | <u>(9,271)</u>   |
| <u>25,000</u>    | <u>25,000</u>    | <b>Closing Balance</b>                      | <u>0</u>         | <u>18,789</u>    | <u>15,729</u>    |
|                  |                  | <b>COMMUNITY INFRASTRUCTURE FUND</b>        |                  |                  |                  |
|                  |                  | <b>Income</b>                               |                  |                  |                  |
| 182,872          | 182,872          | Opening Balance                             | 0                | 182,872          | 182,872          |
| 0                | 0                | Interest                                    | 0                | 0                | 0                |
| 0                | 0                | Transfer from Community Charge              | 0                | 0                | 0                |
| <u>182,872</u>   | <u>182,872</u>   | <b>Total Income</b>                         | <u>0</u>         | <u>182,872</u>   | <u>182,872</u>   |
|                  |                  | <b>Expenditure</b>                          |                  |                  |                  |
| 0                | 0                | Capital Expenditure                         | 0                | (837)            | 0                |
| <u>0</u>         | <u>0</u>         | <b>Total Capital Expenditure</b>            | <u>0</u>         | <u>(837)</u>     | <u>0</u>         |
| <u>182,872</u>   | <u>182,872</u>   | <b>Closing Balance</b>                      | <u>0</u>         | <u>182,036</u>   | <u>182,872</u>   |
|                  |                  | <b>RESIDENTS ASSOCIATION FUND</b>           |                  |                  |                  |
|                  |                  | <b>Income</b>                               |                  |                  |                  |
| 5,000            | 5,000            | Opening Balance                             | 0                | 5,000            | 5,000            |
| 5,000            | 5,000            | Transfer from Community Charge              | 0                | 0                | 0                |
| <u>10,000</u>    | <u>10,000</u>    | <b>Total Income</b>                         | <u>0</u>         | <u>5,000</u>     | <u>5,000</u>     |
|                  |                  | <b>Expenditure</b>                          |                  |                  |                  |
| (5,000)          | (5,000)          | Grant Funding                               | 0                | (353)            | (365)            |
| <u>(5,000)</u>   | <u>(5,000)</u>   | <b>Total Capital Expenditure</b>            | <u>0</u>         | <u>(353)</u>     | <u>(365)</u>     |
| <u>5,000</u>     | <u>5,000</u>     | <b>Closing Balance</b>                      | <u>0</u>         | <u>4,647</u>     | <u>4,635</u>     |

|                                    |   |
|------------------------------------|---|
| <b>Lawley Management Committee</b> |   |
| <b>Date</b>                        | <b>30<sup>th</sup> July 2024</b>                    |
| <b>Item 7</b>                      | <b>Estates &amp; Stewardship Update</b>             |
| <b>Author</b>                      | <b>Nick Freeman</b>                                 |
| <b>Contact Details</b>             | <b>nicholasfreeman@bvt.org.uk<br/>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**

Due to the increased focus on Community Development and Partnerships a separate report has been developed and is at agenda item 9



It is hoped that this will allow committee to understand the work being completed by the Community Development and Partnerships Officer in greater detail and also enhance the understanding of the Estate Management aspects of the team's work.

**Committee are invited to comment on the revised reporting process.**

## **10.2 Estate Management**

### **10.2.1 Estate Caretakers**

The Estate Caretakers have met all of the targets set for them in terms of visiting courtyards, apartment blocks and all areas under BVT responsibility.

This remains on a 5 week cycle – this will be reviewed with the team once the winter routine is in place ready for 2025.

The partnership working relationship with the GM Contractor has developed well and schedules have, as far as possible, been aligned to ensure the best results for residents.

This has allowed time to be gained that has resulted in the Caretakers carrying out appropriate repairs on the estate and begin to carry out some compliance checks.

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

### **10.2.2 Estate Officers**

The end of Q1 and all of Q2 have been extremely challenging for the Estate Officers with both Officers needing time off on health grounds during this period.

This has resulted in only one Estate Officer being available at any time since the last week in March 2024.

This has had an impact across the team as other team members have stepped in to assist the remaining Officer to meet the immediate requirements of role.

All key tasks have been completed and the remaining Officer has worked on the Design Guide sub group in addition to her day to day role.

The Welcome Pack refresh project has been paused during this period but will be restarted as and when capacity allows.

One Officer has since tendered her resignation and recruitment of a replacement is in progress.

### **10.2.3 Grounds Maintenance Contractor**

The new GM Contractor (M&BG Ltd) started delivering the new contract in Lawley on 1<sup>st</sup> January and continue to meet all KPI's set for them.

The reports from the contractor are now **uploaded** to the BVT Lawley Website on a weekly basis and have been useful in reassuring residents that their areas are being maintained.

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

## **10.2.4 Projects Review**

### **LMC Elections**

The LMC elections are running to plan and on time with letters having been sent to all households in the village inviting residents to nominate themselves.

Nominations have been received.

The team and Chair have taken part in one “drop in” session and one Facebook live session.

Attendance was not high but it is believed that the people who engaged gained value from the engagement.

Further sessions are planned before nominations close.

The videos made by the Chair have been well received.

It is thought that the elections will continue to run to plan through to final delivery.

There will be a verbal report on the current position during the meeting.

### **Design Guide Review**

The Design Guide Review Sub-Group met on 3 occasions and carried out a page-by-page review of the Guide and the team are now in the process of preparing a proposal document for detailed discussion at the Working Group Meeting of 2<sup>nd</sup> September 2024.

### **Welcome Pack Review**

The review of the welcome pack has been put on hold until the team are back to full strength.

### **Land & Courtyard Transfers**

The transfer of Public Open Space and Courtyards from Homes England & The Developers has picked up pace in recent months.

The team has checked and commented on several “red-line” drawings and these are now back with the Developers for redrawing.

It is thought that the issues are minor and will be resolved easily and so the outstanding POS and Courtyards should come into BVT legal ownership in the near future.

## **10.3 Customer Communications**

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 7.1



# **Lawley Customer Communications Report Q2 2024**

# Our Communication Platforms

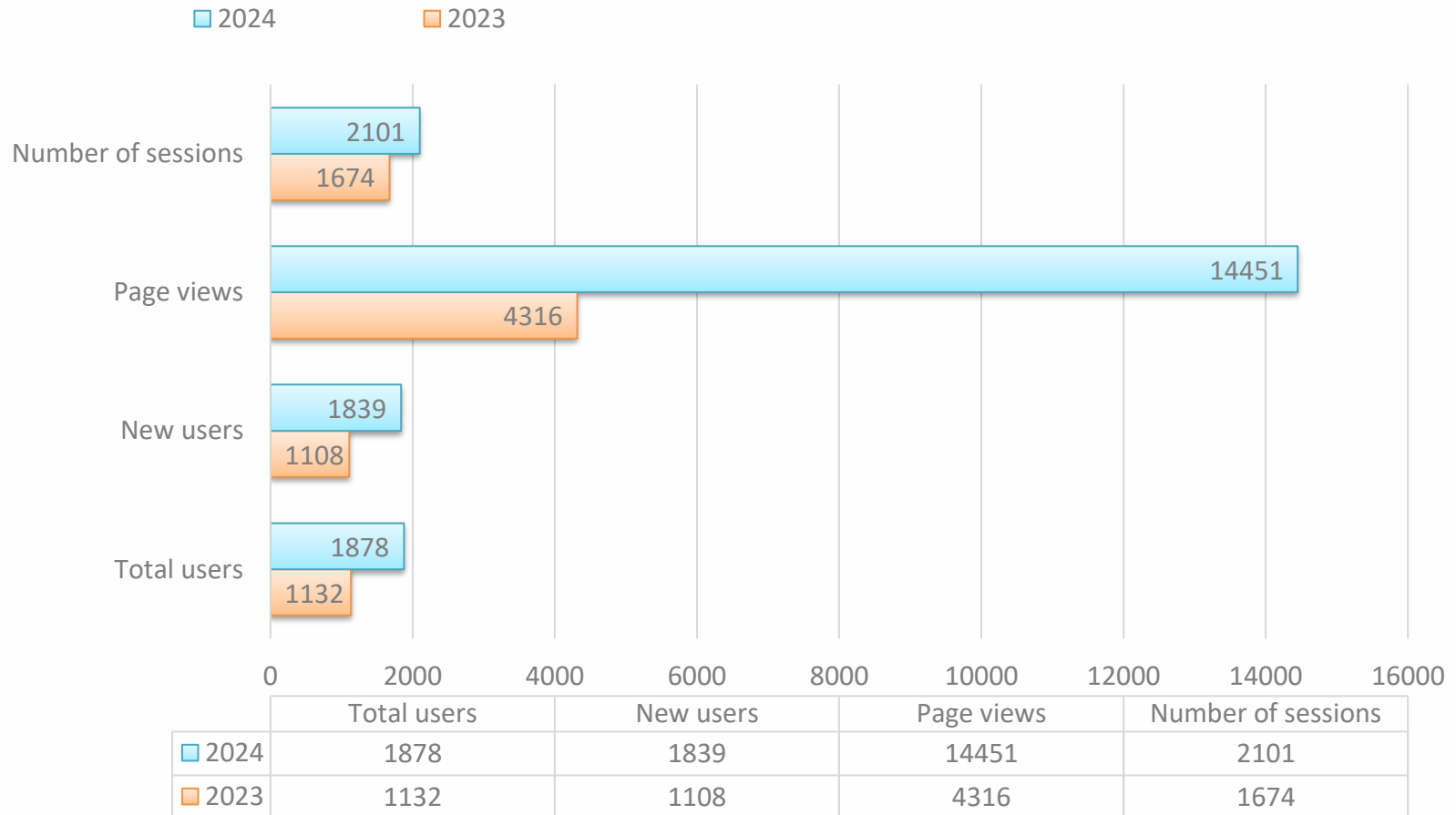
| Off-line                              | On-line                         |
|---------------------------------------|---------------------------------|
| In-view (quarterly tenant newsletter) | On-line newsletter (bi-monthly) |
| News releases/Radio interviews        | Website                         |
| 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 X users. Over 57.1 million people in the UK have a Facebook account and over 23 million people in the UK have a X 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



Since the website was relaunched in 2023 there is an increase across all areas, especially with the number of pages being viewed. The 10 most visited pages are listed on the next slide and indicate areas of interest for residents.

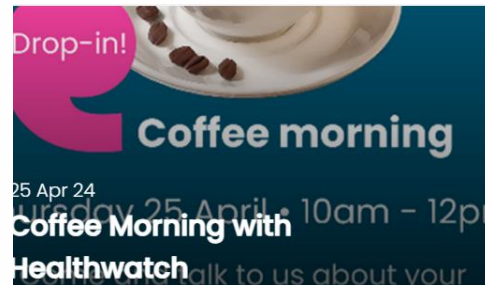
# Top 10 website pages visited

| Page   |
|--|
| Welcome to Lawley Village – home page        |
| About Lawley Village                         |
| Meet the BVT team                            |
| Lawley grounds maintenance contract          |
| News   |
| Lawley Management Committee                  |
| Events                                       |
| Lawley Village Maps                          |
| How to alter your home                       |
| Attend a Lawley management committee meeting |

The results indicate an interest in both news and events as well as general service areas. It's important to keep all areas of the website up to date especially with news and events to keep engaging the audience.

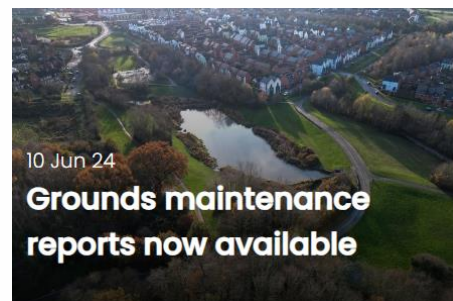
# BVT Lawley website

8 events added to website



8 estate dates added to website

13 news stories added to website



The increase in news posts has resulted in more people visiting the website.



# Traffic acquisition (based on new users)

| Method         | Meaning  | Number/%  |
|----------------|--|-----------|
| Direct         | Used the URL to go directly to the page  | 635 (35%) |
| Organic search | Unpaid listings on search engines e.g. a resident will search for the topic they are interested in | 693(38%)  |
| Organic social | Click throughs via social media  | 170 (9%)  |
| Referral       | Via another source e.g. website  | 341 (19%) |

- Acquiring traffic from a number of sources (eg as above) achieves best results

# Comms partnership work

- 2024 Summerfest communications
- 5k fun run launch
- Easter & Summer holiday activities



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



**Be a voice for your community on resident-led committees**

If you'd like to develop new resident-led committees are the

## Virtual noticeboards feature wellbeing events

**Did you know across Birmingham and Telford, our Community teams help to organise and promote a huge range of activities and events.**

These include activities run by groups and organisations that can boost your health and wellbeing, such as workshops, coffee mornings, fitness classes and more.

Each area has a monthly noticeboard so you can see what's happening in your area and when.

If you live in Birmingham, you can sign up to Village Voices at [www.bvt.org.uk/our-communities/join-village-voices/](http://www.bvt.org.uk/our-communities/join-village-voices/). If you don't have internet access, our Community team can print and post you a copy.

In Lawley and Lightmoor Village, noticeboards are shared online at <https://bvtlawleyvillage.org.uk/your-village/get-involved/lawley-virtual-noticeboard> and <https://bvtlightmoorvillage.org.uk/your-village/get-involved/lightmoor-village-virtual-noticeboard>

- Summer of fun activities. In Lawley and Lightmoor Village, there will be a programme of summer activities. All activities will be published on our websites and social media pages. [www.bvtlawleyvillage.org.uk](http://www.bvtlawleyvillage.org.uk) / [www.facebook.com/BVTLawleyVillage/](http://www.facebook.com/BVTLawleyVillage/) and [www.bvtlightmoorvillage.org.uk](http://www.bvtlightmoorvillage.org.uk) / [www.facebook.com/BVTLightmoorVillage/](http://www.facebook.com/BVTLightmoorVillage/)
- Pride Picnic. Together with Hub on the Green and Selly Manor

## On your marks... 5K fun run is back!

**The Lawley's 5K fun run, organised by Lawley Partnership Board and Lawley Running Club, is back on 7th September.**

The event is popular with serious runners as well as those who do it for fun, often in fancy dress, and there's no age limit. This year, it'll raise money for PODS (Parents Opening Doors), which works with families with children with a disability or additional needs, aged 0-25. For information and sign-up details, go to <https://lawleyrunningclub.co.uk/lrc-events/lawley-5km-fun-run/>



*In the summer issue, four articles were printed mentioning things that have/or are happening in the Village. As the newsletter is posted to every tenant in the Village, including articles like this helps to raise awareness of our work and keep residents informed about what is happening where they live.*

# BVT online newsletter

Sent to subscribers every two months

## Volunteers sought for this year's Summerfest

As part of Lawley Partnership Board, we are delighted to be part of the organising team for Lawley's flagship event, Summerfest. This year's event is taking place on Saturday 6th July and we'd love to hear from you if you'd like to volunteer.



Summerfest takes place on Lawley Village Green and has a full stage programme from 1pm until 9pm. The afternoon is all about family friendly entertainment with choirs,

## Incredible Edible engagement event

### Entries open for this year's Lawley 5k fun run

Entries are now open for this year's Lawley 5K run which is taking place on 7th September. The event is organised by Lawley Partnership Board and Lawley Running Club and raises funds for local charities.



Everyone is welcome to enter, whether

## Residents able to observe Lawley Management Committee meetings

The resident-led Lawley Management Committee (LMC) governs the work of BVT's estate and stewardship team. Full committee meetings take place quarterly and now residents will be able to observe meetings online.

The link to pre-register and meeting dates are available on the website (link below) and agendas will be available seven days before each



## Incredible Edible projects underway

If you're passionate about green issues, food and gardening, you may be interested in hearing about new projects that are going to be taking place across our communities in Birmingham and Telford.



BVT is setting up Incredible Edible networks and the founder of the Incredible Edible movement, Pam Warhurst will be attending an engagement meeting at our Lawley Community Hub on 10th May.

## BVT garden awards 2024 now open

Residents across Bournville Village Trust (BVT) communities in Birmingham and Telford are invited to enter this year's BVT garden awards, which are open until September.

The awards, developed in partnership with residents, are presented to those who go above and beyond to look after their gardens.

There is no limit to the number of awards presented each year, as long as entries meet a specific standard (detailed in the assessment criteria, see link below).

Award categories include:



In the May newsletter five articles mentioning Lawley were included.

# Intranet

BVT's employee web platform

## D-Day commemoration events organised for Lawley care homes



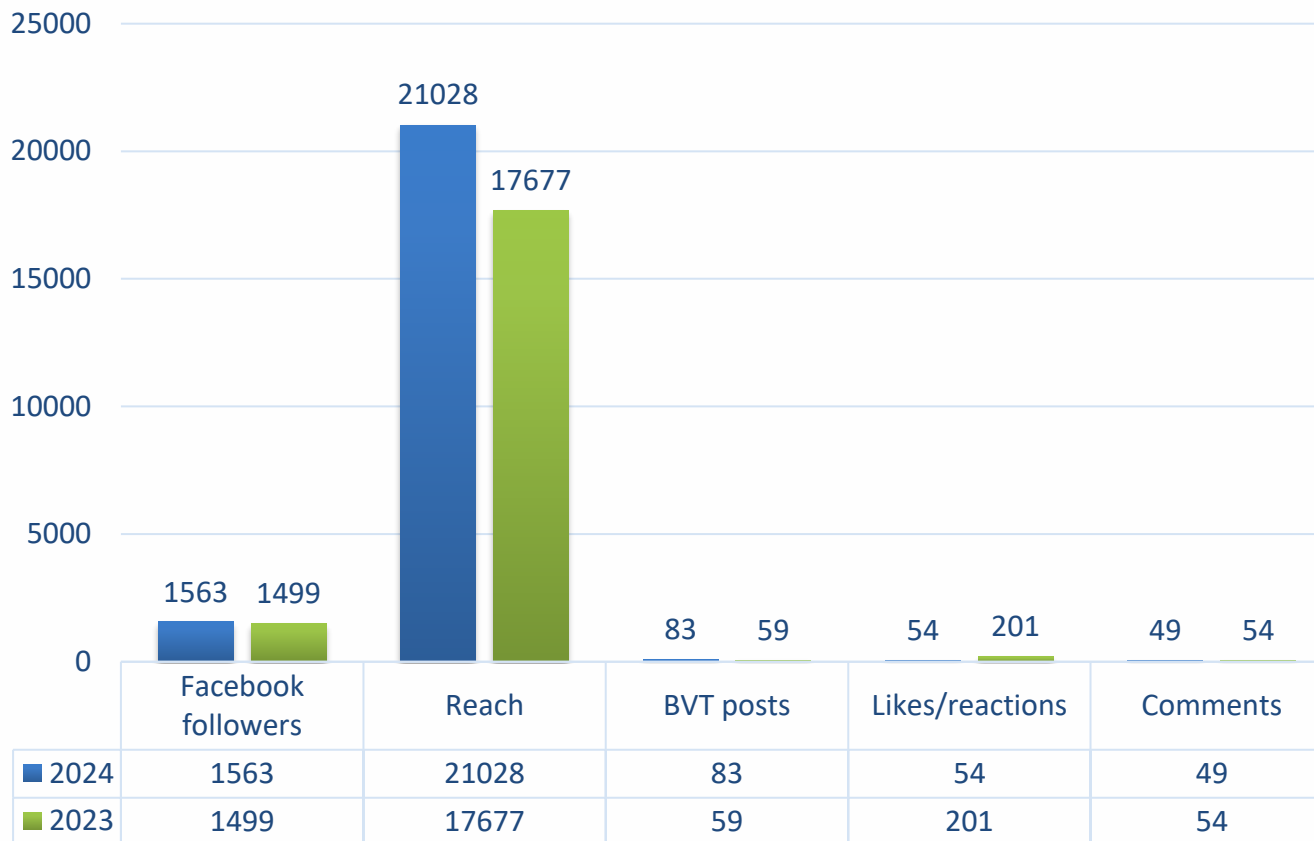
## Away days for Birmingham teams



Our teams in Finance and Selly Manor Museum recently took the opportunity to have an away day in Telford visiting Lawley and Lightmoor Villages to see the services the Estates & Stewardship team provide.

Two posts relating to Lawley were posted in second quarter of 2024.

# Facebook engagement

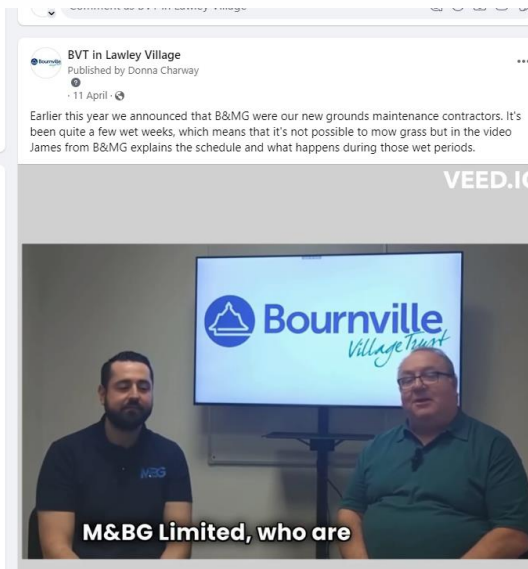
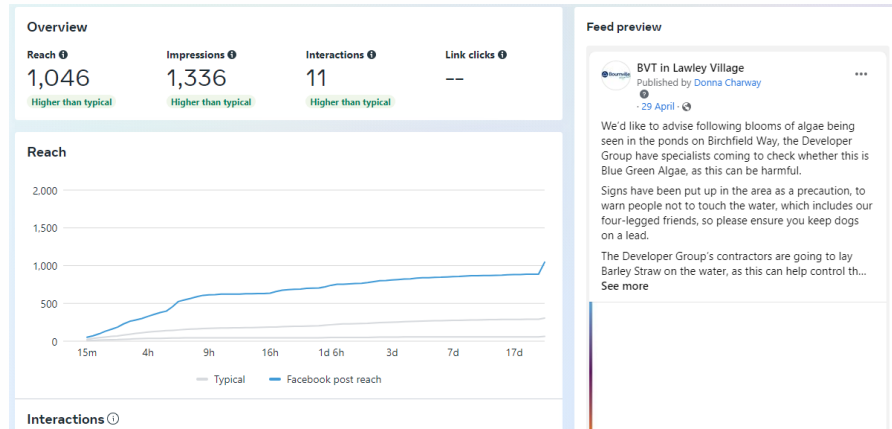


- There is still a steady increase in the number of followers for our Facebook page.
- A higher number of posts has resulted in a higher reach. There have been fewer positive interactions but equally less negative comments too.

# Most engaged Facebook posts

Biggest reach –  
announcement of algae

Most comments –  
grounds maintenance  
schedule



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

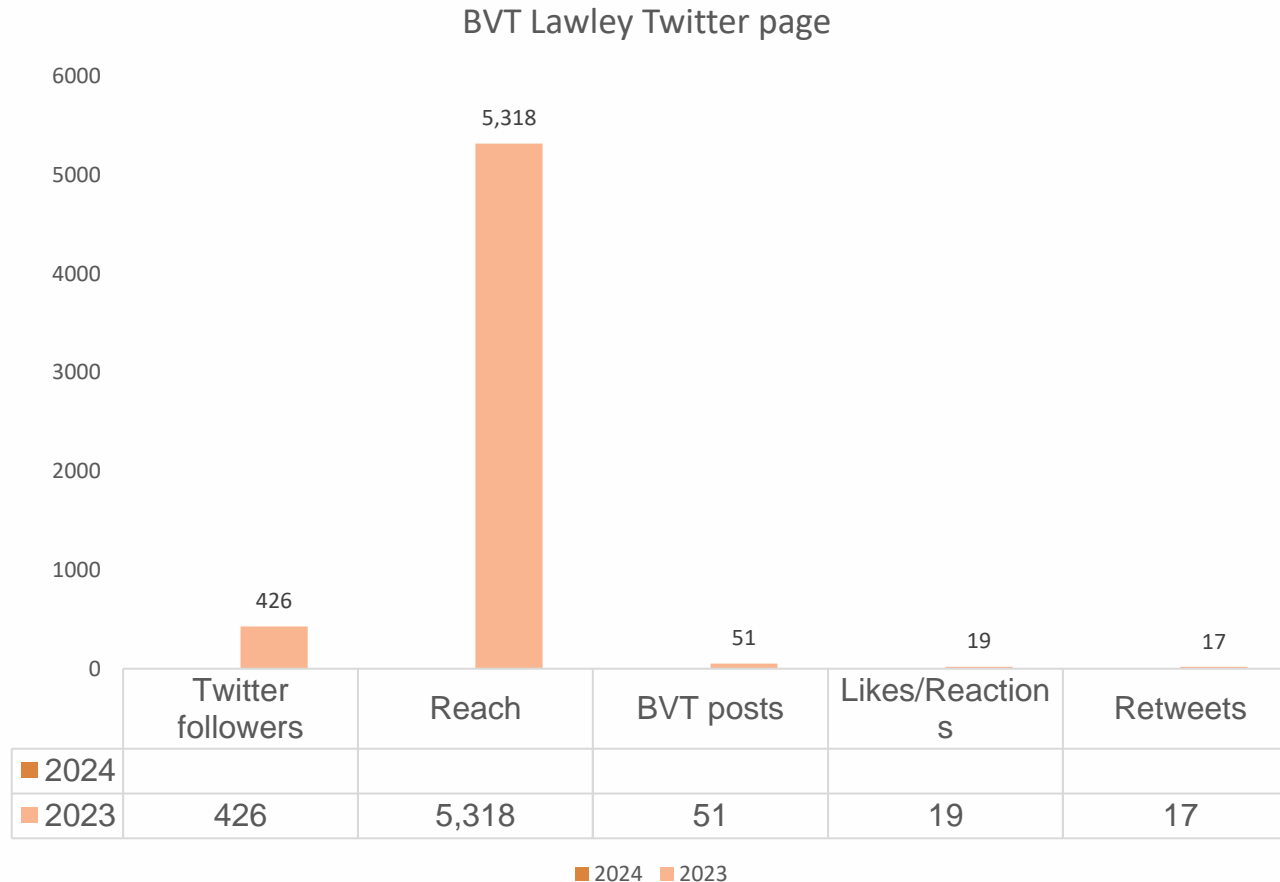
Nine direct messages received concerning:

- Three messages regarding not receiving follow-up calls as requested
- Two messages about community involvement
- Two messages reporting vandalism/asb
- Report of developer issue
- Report of GM issue

All messages are responded to initially by Customer Communications Officer and if required, she requests further information (e.g. for those that indicated they hadn't received contact when requested) before contacting the relevant team member to answer.



# X engagement



- Changes to X have resulted in analytics disappearing, this is currently being looked into and hopefully will be reinstated for the next report.

# Lawley comms projects



## Overview of main communications projects with Lawley team during Q2

### LMC Elections 2024

**Objective:** To raise awareness of the forthcoming committee elections and encourage residents to nominate themselves.

**How:**

- Full communications plan involving face to face information sessions, live Facebook sessions, videos, website pages and social media posts.
- Newsletter to be created, printed and posted to every resident.
- Chair and/or committee members to be recorded for website and social media purposes promoting the committee, elections and involvement.

**Results:** In the second quarter of the year most of the work relating to the elections was the planning, creation of website pages, recording of videos and design of **the** newsletter. A new website page was created with several subsections including an online form for nominations. Five videos were recorded with the chair, edited and subtitles added.

The elections were launched in June and in the next couple of months the face-to-face meetings, Facebook live and regular social media activity will be taking place. Results will be **shared** in the next report.

# Lawley comms projects



## Summerfest 24

**Objective:** To take the lead on the communications for this year's Summerfest event.

### How:

- To create a communications plan including pre-planning of save the date, appeal for stalls as well as promoting the event, with everything from the stage programme to all the activities taking place.
- Write news release to be issued to local media.
- Attend on the day and post live on social media and take photographs of the event.

### Results:

- The news release was issued and published in the Shropshire Star. Full results will be given in the next report.

# 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:

- The April meeting went ahead and was live streamed, moderated by the Customer Communications Officer. No resident joined online but the process worked, and the agenda/minutes were published on the website and promoted as promised. The next meeting is in July and results will be given in the next report.

# Lawley comms projects



## LMC sub-committee – Customer Communications Panel

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

### How:

- Attend first meeting and agree TOR to be presented to main committee and signed off.
- First project – review of Lawley Design Guide.

### Results

- Initial meeting took place, TOR written and signed off by main committee.
- Several meetings took place in relation to the Design Guide to discuss and agree changes/updates.
- Looked at various options to update the Design Guide including a quote from agency who initially designed it. This was favourable and will be carried out by them. A document detailing all changes/updates has been created and will be sent to main committee for sign off.
- Further updates to be provided in next report.

# Lawley comms projects



## Design Guide

**Objective:** As part of the customer communications subgroup review the existing Design Guide and led on the production of a new revised version.

## How:

- Attend various meetings to discuss Design Guide contents.
- To lead on the production of the revised design guide
- To launch the revised Design Guide across all platforms

## Results

- Following discussions, a quote was received for the agency who created the Design Guide to make the amendments, this was agreed.
- The sub-committee have gone through the Design Guide and changes made. A document has been created which highlights the various changes suggested. This will be sent to committee to agree.
- Next steps will be to send to agency, details will be provided in next report.

# Lawley comms projects



## Lawley 5K fun run

**Objective:** To take the lead on the communications for this year's Lawley 5K fun run.

### How:

- Attend meetings as required.
- Create a communications plan from announcing fun run, to promoting registrations and on the day publicity.
- Use the specific Lawley 5K fun run Facebook page but promote through BVT and parish council as well.

### Results

- The initial communications are being received well and bookings for the race are being received.
- As the event is taking place in September, results will be provided in the next report.

|                                    |   |
|------------------------------------|---|
| <b>Lawley Management Committee</b> |   |
| <b>Date</b>                        | <b>30<sup>th</sup> July 2024</b>                    |
| <b>Item 8</b>                      | <b>Quarterly Performance Report</b>                 |
| <b>Author</b>                      | <b>Nick Freeman</b>                                 |
| <b>Contact Details</b>             | <b>Nicholasfreeman@bvt.org.uk<br/>07813 102 551</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 2 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
- 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.

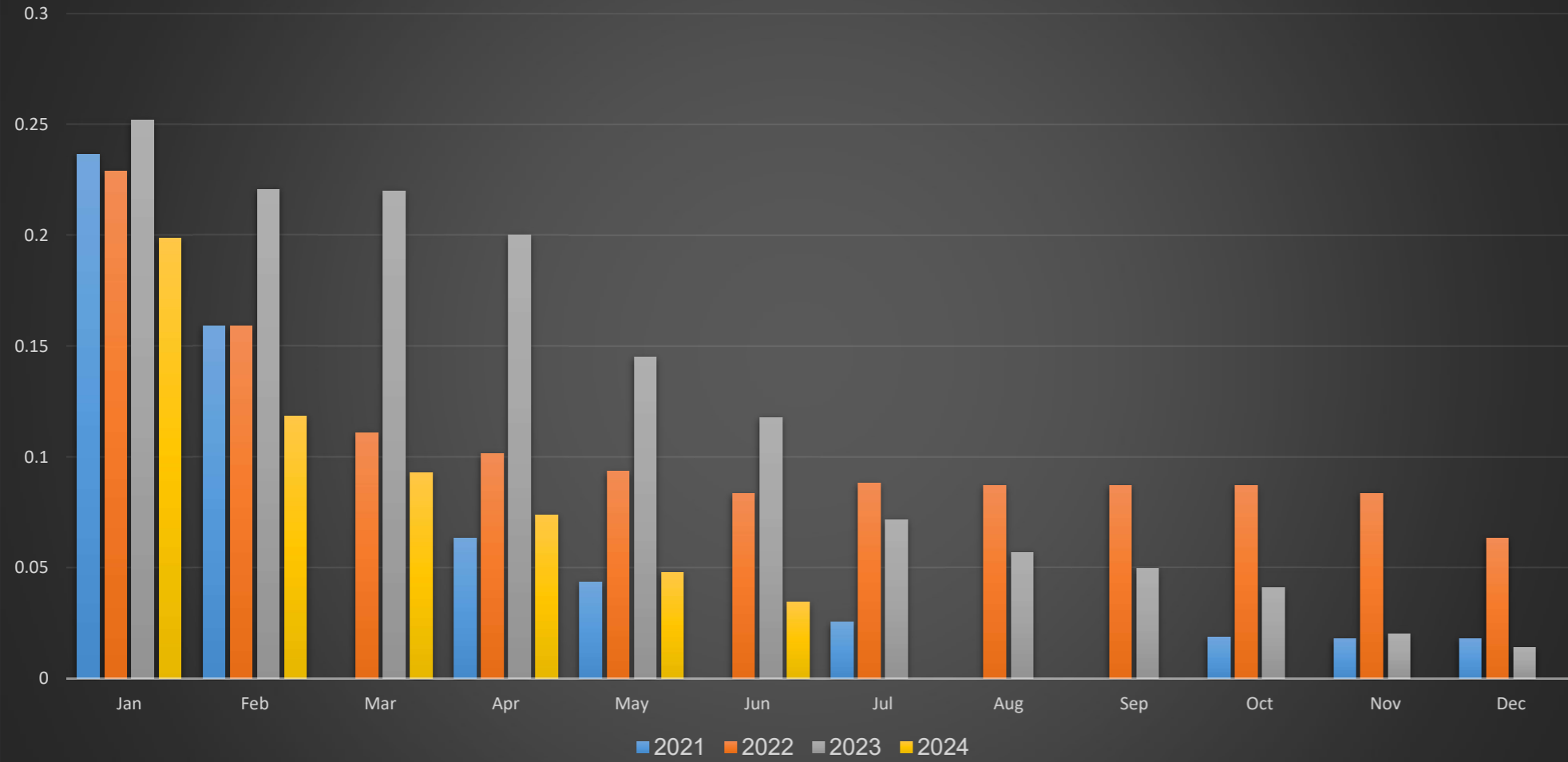
The team also engage with other residents, both formally and informally, to capture the customer voice and experience and act upon it.

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 8.1, 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

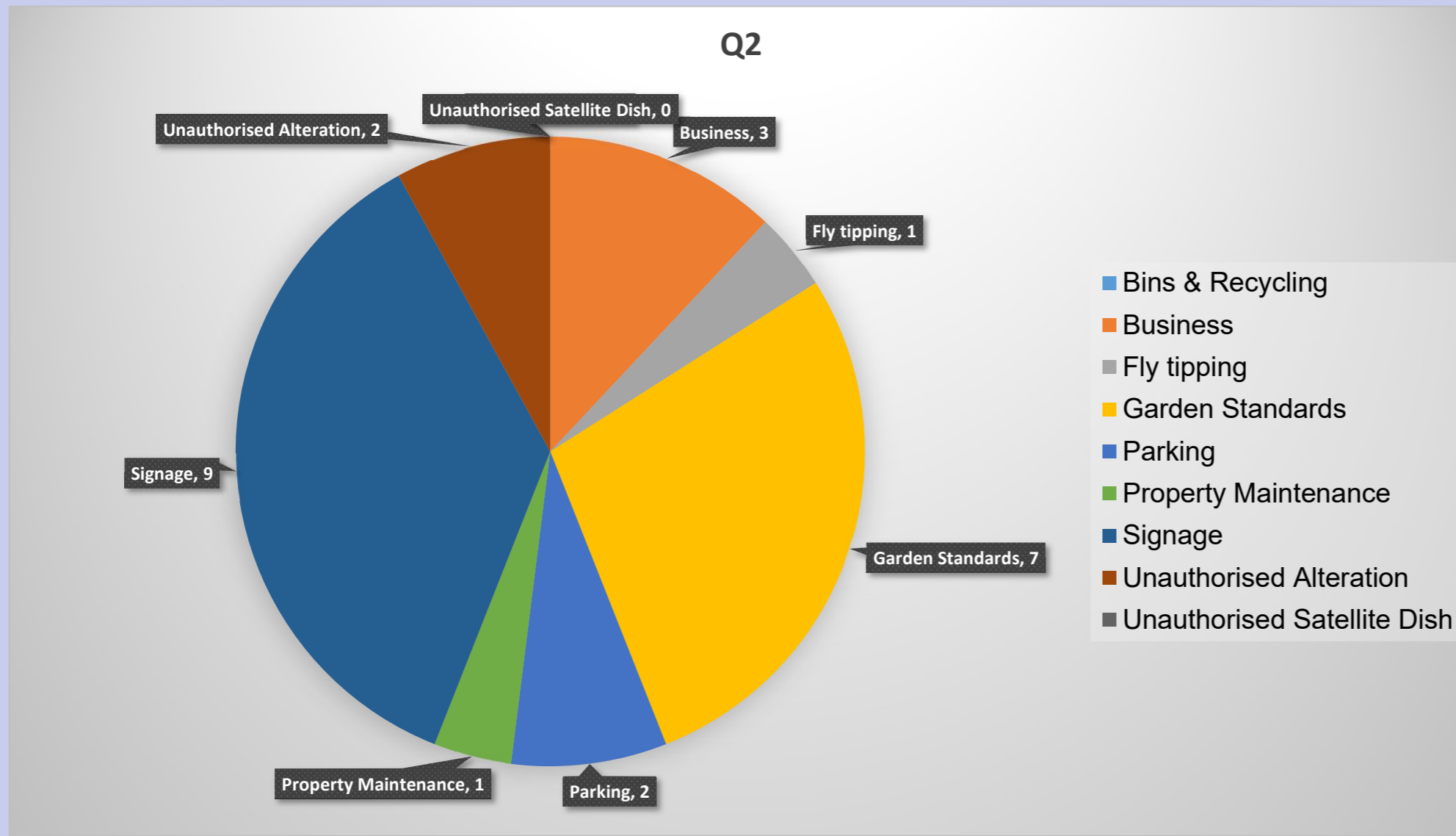


### Charges

Q2 - At the end of the quarter, of the total Community Charge for Lawley Village of £676,059, £176,703.37 is currently outstanding, however, this includes allocated Direct Debits.

When corrected to remove DD accounts in good order, there is a "true arrears" of **£23,419.66** where no payment plan is in place, this includes debt from previous years.

This represents **3.46%** of the amount due is outstanding. It is expected that the 2% KPI will be met before year end.



### Breaches

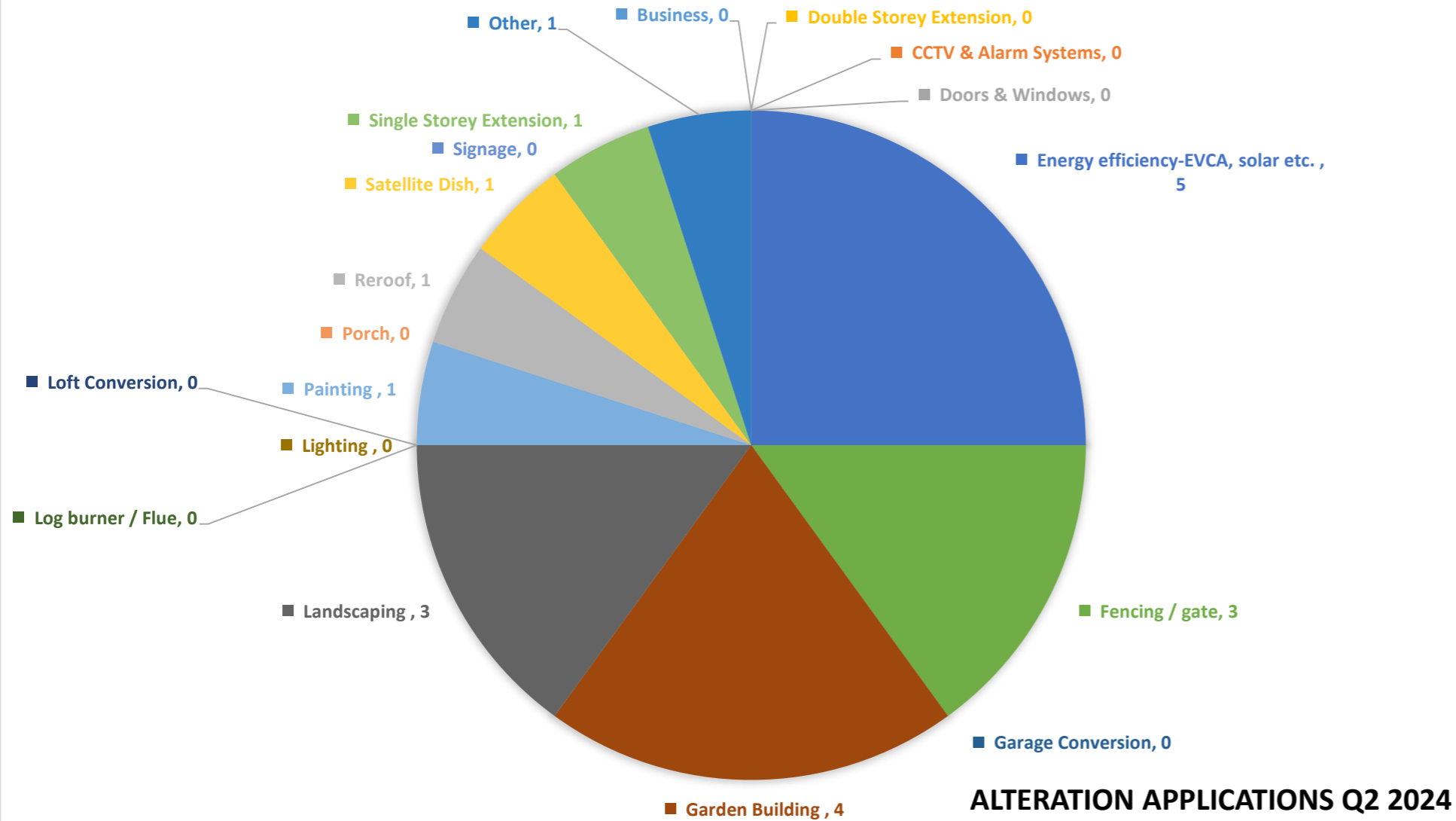
There were 25 recorded breaches in Q2.

Garden standards and signage had the highest number of breaches but this is expected due to weeds growing and the higher number of homes for sale during spring & summer.

The Estates Officers always make an informal approach to residents prior to entering the formal breach process.

The higher than normal "business" breaches were due to 2 Air BnB businesses being identified.

LMC Key Performance Indicators  
Alterations Dashboard



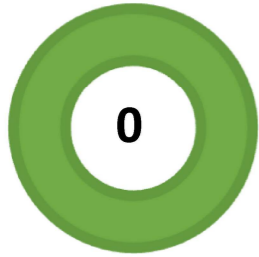
**Alterations**

Alterations slowed down in Q2 with 20 applications having been received (34 in Q1).

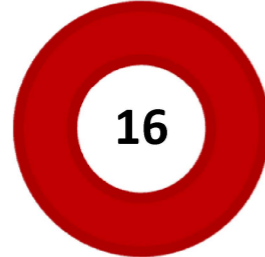
No appeals were received in Q2, this continues to demonstrate that the free pre-application advice means that the vast majority of applications are compliant prior to submission.

Estate Management & other indicators Dashboard

Number of RIDDOR reports in 2024



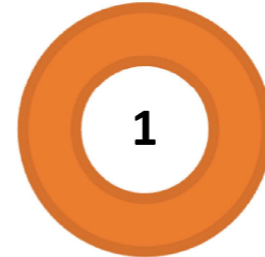
Number of Estate Inspections completed Qtr. 2



Number of formal compliments received Qtr. 2 2024



Number of formal complaints received Qtr. 2 2024



Estate Management & other indicators

Formal Estate inspections are below target due to there only being a single Estate Officer during Q2. However all areas have been visited by either the Estates Officer, the caretaker or the E&S Manager and issues have been reported and dealt with.

16 inspections were completed of the 33 due.

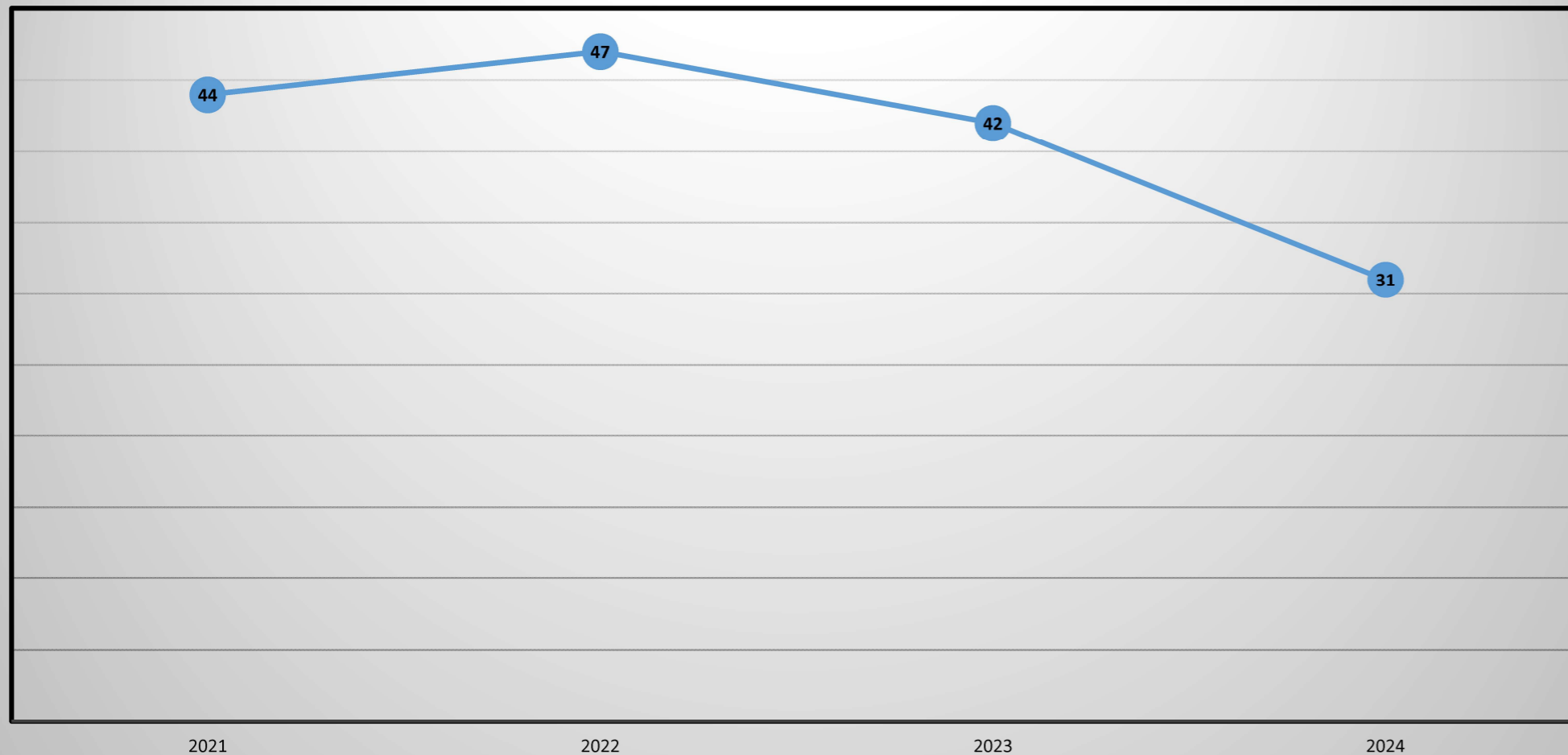
The E&S Manager has introduced an interim regime during the Estate Officer recruitment process where Caretakers and the Manager will also complete the formal recording of visits as these have not been captured in the statistics presented (June had 100% completion once this regime was in place).

One formal complaint was received in May 2024, this regarded a resident's neighbour's garden condition and was withdrawn by the complainant.

There were 31 change of ownership instructions in Q2 2024 (this number does not include new build transfers).

This number is down on previous years, anecdotally it is understood many buyers are choosing to buy on Phase 11 rather than from the already built areas of the village. It was also reported that the general election and the associated uncertainty had effected home sales nationally.

Q2 Home Sale Instructions Received - 2021 to 2024



**Community Development & Partnership Dashboard**

|       | 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) |
|-------|---|---|--|---|---|---|--|---|--|--|
| April | 38  |   | 40   | 38  | 33  | 0   | 74   | 546   | 64   | 20   |
| May   | 41  |   | 71   | 39  | 33  | 1   | 77   | 222   | 50   | 10   |
| June  | 48  |   | 33   | 39  | 33  | 0   | 78   | 340   | 130  | 16   |

**Community Development & Partnerships**

In Q2 2024 the CD&P Officer continued to make progress on all fronts. Some activities involving councils were postponed in this period due to the general election but this had minimal impact. A large amount of time during the quarter was taken up with planning and delivery of Summerfest which will be reported on in detail in November but went without serious issues.

A further enhanced holiday activity programme is taking place in Summer 2024 taking advantage of great partnership working between Lawley & Overdale Parish Council, BVT Lightmoor and BVT Lawley.

|                                    |   |
|------------------------------------|---|
| <b>Lawley Management Committee</b> |   |
| <b>Date</b>                        | <b>30<sup>th</sup> July 2024</b>  |
| <b>Item 9</b>                      | <b>Community Development &amp; Partnerships Update</b>  |
| <b>Author</b>                      | <b>Lin Powell</b>   |
| <b>Contact Details</b>             | <b><a href="mailto:lindseypowell@bvt.org.uk">lindseypowell@bvt.org.uk</a><br/>07702894540</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 2 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;

- 1.1 Delivering Estates & Stewardship services that are shaped by customers. This is achieved through Youth Voice in Lawley Youth Forum and the BVT Sounding Group who consult on projects.
- 1.5 Work in partnership with key place-shaping organisations to proactively influence regional and national agendas. We have signed up for the national tree seed planting scheme, Plantober, in October and will be working with local partners and the grounds maintenance team and we are growing our three new community orchards.
- 2.2 Act as a neighbourhood facilitator by connecting and building strong partnerships to deliver a wide range of services and activities. This can be seen with our Incredible Edible networking where we have collated the

- needs/offers of partners, services, businesses and charities to map and match people into support bubbles.
- 2.3 Establish local hubs where people from all backgrounds and partners can work together, build capacity and deliver or use services. This is currently developing for Lawley Community Hub, we have had a range of enquiries and now have a range of outreach surgeries from agencies and charities using the hub space.
  - 2.4 Provide a diverse range of opportunities for customers to be involved, influence and shape the services we provide. The Lawley Community Virtual Noticeboard is an excellent example of sharing community projects and groups with our residents.
  - 2.5 Support and develop capacity to community build across the whole organisation, nurturing new groups and accessing grant funding. We have been working with a variety of new and established groups to secure grant funding both from our BVT Eileen Hewer Community Fund and from the LOPC and LPB funds. We mentor groups to help them to complete successful applications.
  - 3.1 Take an evidence-based approach to the work we do to champion people, using our bespoke neighbourhood plans. An example of this is the Lawley Armed Forces Network, we founded and developed this network using insight from the neighbourhood plan, which highlighted that Lawley had a high number of service personnel and veterans due to its proximity to several local military sites.
  - 3.3 Work in partnership with other agencies to deliver and develop services for families and young people. During the Community Coffee Mornings, we are working with Healthwatch as a reporting body for experiences with care. The Youth Forum Leaders meeting linked partnership funding and activity providers together to expand our range of youth sports.
  - 3.4 Develop a range of youth services across our neighbourhoods in Birmingham and Telford. Our Children's Holiday Activity programme has expanded significantly due to utilising the Urban Games activities from TWC.
  - 3.7 Deliver specific health and wellbeing activities informed by our heritage. We have been working with LOPC on the History Trail and nature boards. There are several walks that highlight the area's strong connection to our history in mining.
  - 5.4 Be outward looking; seeking out best practice to learn, develop and improve what we do and how. An example of this is our BVT Communities and Trees staff visiting an established Incredible Edible Site on a fact-finding mission with mentors.
  - 6.7 Continue to operate and grow commercial activities in line with our values to generate a surplus that can be ploughed back into our communities. We have been expanding our range of outreach providers and have been gathering an income for the hub from long-term booking blocks.



#### **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.

Grant giving activities are also detailed within this report and within the budget reports.

#### **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 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. Please see Appendix 9.1 for the detailed case study of the Children's Holiday Activities programme.

Grant giving through the Eileen Hewer fund is authorised by an LMC sub-group who ensure grants are given in line with policy and offer value for money for Lawley Residents.

The report discusses the approach of pooling funding and resources with partners so we can offer more VFM for community activities.

#### **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.

Community activities are carried out in compliance with licensing, GDPR and safeguarding regulations and best practice.

#### **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 is 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**

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. We have had a lot of new interest this quarter that has stemmed from the virtual noticeboard, please see the case study in Appendix 9.1.

### **COMMUNITY ACTIVITIES**

Reports on events held during the period can be found in Appendix 9.1

### **PARTNER ENGAGEMENT**

During Q2 of 2024 the team engaged with the following groups and partners (The list is not exhaustive and is in no particular order):

- West Mercia Police (WMP)
- Telford & Wrekin Council (TWC) – Planning, ASB/noise, environmental, highways etc.
- Lawley Partnership Board (LPB)
- Lawley & Overdale Parish Council (LOPC)
- Lawley Community Association/Community Interest Company (LCA)
- Sanctuary Housing Association
- Wrekin Housing Group
- Telford Hall Nursing Home (formerly Farmstead)
- Lawley Village Developer Group
- Morrisons
- Lawley Running Club
- 3x Lawley Schools
- Lawley Scout & Cubs Group
- Lawley Neighbourhood Watch Schemes
- Shropshire Wildlife Trust
- Citizen’s Advice Bureau
- Ironbridge Lions
- Men’s Walking and Talking
- The Armed Forces Covenant
- Homes England
- RAF Cosford
- Telford Mind
- Lawley Guides
- Telford Steam Railway

An example of partnership working is the close working relationships with Lawley & Overdale Parish Council (LOPC) and BVT Lightmoor which has resulted in more opportunities for residents, at a lower overall cost.

We have been working together on our main anchor events for Lawley annually, which include Summerfest, Lawley 5k Fun Run and Lawley’s Big Christmas Event (traditionally there have been separate BVT and LOPC events however this year we have combined them for our mutual advantage).

## Quarterly Communities Report

### From Lin Powell (LP) for April – Q2 June 24 – Lawley Village

#### Outreach

- Citizens Advice Bureau (CAB) have renewed their use of the hub for outreach with a grant from the LPB. Will from CAB agreed they were happy to be used as a case study for outreach. CAB held a surgery from the hub each month, in their first 6 months they have met 12 clients and saved them a collective sum of £8064, an incredible amount.
- LP met with SEND IASS Telford, which is a special needs support service. LP used the CAB case study for funding to work with IASS to put in an LPB bid for funding for outreach surgeries at Lawley Community Hub. This will begin in September to help local families access education with special requirements for children. Grant of £388.80 for hub hire, providing an income to help offset hub costs.
- CAB are continuing with their surgeries for another 12 months. We received enquiries and had meetings with Midwives for Antenatal Classes (some pay-it-forward funding for disadvantaged) and the charity Read Easy about being a mentoring location for combating adult illiteracy. In addition, private enquiries for baby events, community art workshops and NF reached out to become a spectacle recycle centre with Ironbridge Lions. Enquiries and a booking from Jack from Telford and Wrekin Council to hold a public consultation event and drop in space for residents. This has a significant impact on our disabled residents accessing services within the village and value extra added to our network of charities and partners.
- Community Art project - a group of adults with special needs from My Options came to Lawley Community Hub for an art workshop with LP to complete the design squares. 10 visitors. 16.4.24. They returned to complete a workshop on nature painting ready for our summer push for residents to use our green open spaces locally and to connect with nature. This has been an excellent example of utilising the space for outreach agencies and links to our art gallery.



Matt from Citizens Advice on one of his outreach visits



- Community Coffee Morning – We hosted a community coffee morning with Health Watch for people to drop in and talk about their experiences with healthcare services. 25.4.24. This has been expanded to include Healthwatch, PODs and SEND IASS, Police to make a one-stop-shop community space, promoted by all parties. (8 visitors from different organisations including police and 1 resident volunteer). This will reconvene in September. Having multiple agencies visit at the same time allows for networking opportunities.

June – Community Coffee Morning with Health Watch, PODs, SEND IASS and the Safer Neighbourhood Team from West Merca Police at Lawley Community Hub



- The Incredible Edible Engagement event was an excellent example to the community of the hub space and how it can be used effectively, we have rearranged the furniture to make the space more adaptable.

May – Incredible Edible Engagement Event with guest speaker Pam Warhurst CBE (Incredible Edible Founder) at Lawley Community Hub



## Partnerships

- LPB Community Engagement meetings are held at Lawley Community Hub once a month for a range of partners, local services, charities and agencies. Groups and events grants are awarded from the LPB at this level of meeting, which helps local organisations greatly.
- Many new partners have engaged in Lawley recently due to the virtual noticeboard and several walk ins at the hub with enquiries. The virtual noticeboard is displayed in the hub window as a non-digital avenue for communication, plus our website, email and social media.

- We are working with Incredible Edible and now have been asked to collaborate on a project with Shropshire Good Food Partnership on a £100000 project. This is to set up Community Support Agriculture in schools, with Lawley/Lightmoor being used for pilot schools for Telford. LP has led development of the BVT & Incredible Edible Portfolio, this was also used at a Sustainable Sunday event where FH and EL went with a BVT stall and information. 21.4.24

**Sustainable Sundays 2024**

Jan 14th: Film 'Once You Know' (PG) plus Climate Cafe, Gift Swap, Eco Library and networking  
 Feb 11th: Energy Efficiency Advice for your home  
 Mar 24th: Zero Carbon Craft Activities  
 Apr 21st: Get Growing! Wildlife friendly gardening advice and help to grow your own veg  
 May 19th: Sustainable Fashion Show & Clothes Swap  
 Jun 2nd: Eco Art Workshop for adults and children  
 July 14th: Zero waste cooking workshop  
 Aug 11th: Eco Kids activities & school uniform swap  
 Sept 22nd: Harvest focused activities using your home grown veg  
 Oct 20th: Plastic free Halloween crafts  
 Nov 17th: Film session (tbc)  
 Dec 1st: Sustainable Christmas ideas

**Time:** All sessions run from 11-3pm and are **FREE!**  
**Venue:** Belmont Hall, Wellington, TF1 1LU  
**Refreshments:** Hot drinks and vegan eats available.  
**Swap and Giveaway:** browse our selection of second hand clothes, books and household items. Swap for free or take for a pay-as-you-can donation.  
**Eco library** of books to borrow.  
 Terracycle facilities for hard-to-recycle items.  
 More details: <https://climateactionhub.org.uk>

Follow us on  



**April – Sustainable Sundays and Incredible Edible with BVT**



- Incredible Edible Engagement Event 10.5.24 with visit from Pam Warhurst. The event was successful for networking with 25 people attending and many community partners signing up to collaborative projects. Pam Warhurst was an excellent guest speaker and well received by the community partners. LP has collated feedback and now will work with the project team and partners for next steps, like creating matches and support bubbles.



**May – Incredible Edible Walking Tours of Lawley and Lightmoor Village with Pam Warhurst & Fleur Hemming**



Join Your Community

**INCREDBLE EDIBLE**

**FRIDAY 10TH MAY**  
1.30PM - 3.30PM

**INCREDBLE EDIBLE Engagement Event**  
With Pam Warhurst, DE

Join us to:

- Hear from Pam Warhurst, DE
- Meet other community members
- Share ideas and experiences
- Network and build relationships

**CONTACT US**

[info@bournville.org.uk](mailto:info@bournville.org.uk)  
 01927 541111  
 01927 541112



- We are continuing to work with partners to develop the Incredible Edible Network. BVT colleagues went to Porthmadog to meet Incredible Edible members, who have the scheme up and running (5.6.24). With some staff from Telford and Birmingham attending. (4 BVT staff, 3 mentors and 3 children at the sustainability hub) This was an excellent fact-finding expedition and full of inspirational ideas of recycling and reuse. See photos below.



- LP has been developing partnerships with PODs and SEND IASS who are disability support charities and services, they will be helping us to make our Children's Holiday Activities more accessible, we will be supporting them with local connections in the community and the charity fundraising events are supporting PODs this year. This is joint work with the parish. LP/SB visited PODs community place to network and advised to think about IE for their garden redevelopment.



## Events

- As part of the Children's Holiday Activities for the Easter Holidays we have had various workshops and activity sessions for children including sports, entertainment and learning opportunities. These continue to be very popular with residents in Lawley, Lightmoor Village and Overdale. Activities for April included cricket and multisport, mini athletics and cooking lessons with a total of 73 children in Lawley. We have minimised costs by collaborating with LOPC and BVT Lightmoor. 2.4.24 – 5.4.24. See Appendix B case study for detailed cost analysis. These opportunities provide access to free STEM, arts and sporting activities.



- Expansion of the garden awards from Birmingham are being promoted in the Telford Communities. We have three applicants already from Lawley and we have extended the scheme to include kitchen gardens to link in with IE project. M&BG Maintenance are donating three £25 vouchers for the participants of the awards.
- Planning for Children's Holiday Activities for the six weeks holidays is completed, the Eventbrite collection has been launched with successful uptake for Lawley, Lightmoor Village and Overdale. LP successful in acquiring £250 of LPB funding for STEM based workshops. Grant funding from other sources has reduced the BVT Lawley Community Development budget contribution to £130 for all summer activities. This has been achieved through close collaboration with the parish council. Other benefits include the positive effects of educational opportunities and life skills, which in turn can help to reduce perceived ASB incidents and narrow the gaps for disadvantaged young people. This is an example of building financial strength and promoting our company brand in a positive context.

|   |       |
|---|-------|
| BVT Lawley  | £130  |
| BVT Lightmoor   | £1050 |
| Lawley and Overdale Parish Council                    | £1150 |
| Lawley Partnership Board Events Grants                | £250  |
| Sports funding from TWC Levelling Up Fund             | £280  |
| Pride Funding from Councillors in Lawley and Overdale | £540  |
| Summer Total for all workshops                        | £3400 |



- LP led the organisation of a bespoke event with care homes; a D-Day Afternoon Tea for commemoration of 80<sup>th</sup> Anniversary. Katie's Kids Kitchen visited Telford Hall and Lawley Bank Court (7.6.24) for heritage baking workshops that are dementia friendly and with war time memory linking activities from the Selly Manor handling collection. (42 people, compliments from the care homes and heartwarming feedback from the residents) Total cost of event for BVT was £300 for both homes to have a 2 hour workshop). Since the event, Telford Hall residents have set up their own baking group, LP has advised them of the LPB Group Grant. See photos below. See Appendix C for (option reading) of an article about the dementia event and the impact the activities had on the residents.



**June - Commemorating the 80<sup>th</sup> Anniversary of D-Day by Heritage Baking Workshops from Katie's Kids Kitchen and Wartime BVT Handling Artefacts at Lawley Bank Court**



**June - Commemorating the 80<sup>th</sup> Anniversary of D-Day by Dementia Friendly Baking from Katie's Kids Kitchen and Wartime BVT Handling Artefacts at Telford Hall**



- LP attended Housing Heroes Award Ceremony for BVT Lawley in Manchester with colleagues from the teams representing our contributions to wellbeing in our local communities. 24.6.24



June – Housing Heroes Awards in Manchester for BVT Community Wellbeing Activities

- **Future activities** - Work for 5k Fun Run and the Christmas Event is ongoing with the parish collaboratively. The charity to receive the funds this year is PODs. Planning with the project team continues for BVT 125 anniversary events in 2025. Other planned events include Baby Loss Memorial Service, Black History Month Art Exhibition, Remembrance, Halloween Activities and Community Coffee Mornings. We have sign up for Plantober and will be working with LOPC and partners and also be sponsored by M&BG Maintenance who are becoming increasingly involved in our community activities involved.

## Networking

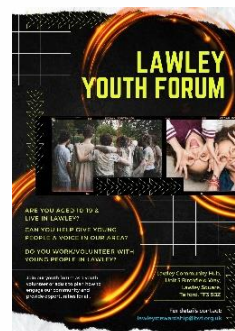
- Lawley Arts and Crafters Network – We have run the Lawley Community Art project as a part of the Lawley Arts and Crafters Network. This was for residents and community participants to design a white square, which will be displayed together as an art installation. New artists have engaged with the hub Community Art Gallery and we have several new pieces on display. My Options, adults with learning difficulties group, attended the hub for an art workshop for community projects. Collaboration with Louise from Selly Manor, to provide a digital exhibition at the hub of their Black Tudors exhibition. This will be combined with Black History Month in October and LP will engage with the local art network.



- Lawley Armed Forces Network – LOPC installed a sculpture and BVT connected with Armed Forces Network to attend 6.6.24 (very well attended and received in the community 45 people). Commemoration of 80<sup>th</sup> Anniversary of the D-Day Landing 6.6.24. We are linking the network with the Telford Steam Railway, as they have a strong AF community and a veterans breakfast each month. Attended the D-Day events in great numbers, many in uniform and one of our network members did a reading at the service. Contacts from veterans reaching out to the network for support and advice.



- Lawley Village Green Group – Gareth, a resident member, participated in the Incredible Edible Engagement Event in May. We will be relaunching with the members and working with M&BG Grounds Maintenance. Two potential new members from the garden awards have expressed interest, one is attending the Wellington Green Festival with us in July.
- BVT Sounding Group met to discuss the welcome packs, design guide and general estate concerns/compliments. Two members have been co-opted onto the LMC with hopes to include them in the elections later this year. The next meeting will be in September.
- Volunteer Network – this is progressing, led by JH and with representatives from BVT, Parish and LCA. The website portal has been purchased and has been released. It will now be named Community Volunteer Group and encompass surrounding areas to Lawley. There are several volunteer roles available with one new volunteer already signing up. The next steps are communications on social media to promote the network and increasing the opportunities.
- Youth Forum – LP has been engaging, with Shropshire Wildlife Trust who are also launching a countywide youth forum with an environmental focus. They are part of our forum. The police have told us they would be keen to do another gaming van event for teens. LP has collated the captured data from the Youth Voice Consultation Cards – See Appendix A



## Next Month – July 24

- Summerfest took place on Saturday 6.7.24 on the Village Green in Lawley. A full report will be detailed in the next quarterly report.
- July sees the start of the Children’s Holiday Activities, which will include over 65 activities and a showcase of the local green open spaces for parks week.

## Eileen Hewer Community Fund Grants 2024

- Lawley Running Club for equipment for the annual Charity Fun Run
- Lawley Guide Group for equipment to be used to establish the new group and to enable all children to go camping, including those who are disadvantaged.
- Lawley Village Line Dancing Club for equipment to expand the group activities and visual projection as the group numbers have grown dramatically.
- Lawley Lightmoor U7s FC for new kit as this is a new group.
- Telford Steam Railway for security fencing in Lawley.
- LCA for the Lawley Volunteer Network For set up costs.

## BVT Corporate

- Community Showcase Drop-In Event for colleagues. Case studies for Lawley using OPEN approach to community building which has 4 areas of focus: Outreach, Partnerships, Events and Networking. We will then have a drop in coffee morning in the 350 Community Hub for colleagues on Wednesdays 24<sup>th</sup> July. Case studies included for reference. See Appendix B.



**INFORMATION & WEBSITE**

Check out our new website!

<https://bvtlawleyvillage.org.uk>

Scan the QR for details of BVT estates services, key information and event details in Lawley

Would you like us to share details of your events, groups and activities?  
Email: [lawleystewardship@bvt.org.uk](mailto:lawleystewardship@bvt.org.uk)



**EILEEN HEWER COMMUNITY FUND**

**SUPPORT AVAILABLE**

- Advice and support completing application forms and bid writing
- Can be used to fund equipment/projects/events

**GRANT FUNDING**

- Up to £2000 per year per group
- Links to other grant providers/funds
- Voted for approval by a resident panel

**GROUPS WE HAVE HELPED INCLUDE:**

- Lawley Scout Group
- Lawley Village Line Dancing
- Lawley Lightmoor Carrots
- Lawley Primary PFFA
- Telford Steam Railway
- Lawley Guide Group
- Lawley Running Club
- Lawley Community Association
- Lawley Village Youth Club
- Community Volunteer Group
- Lawley Walkers
- Incebridge Lions

**CONTACT US**

Scan or search: 

Email BVT for more info: [lawleystewardship@bvt.org.uk](mailto:lawleystewardship@bvt.org.uk)



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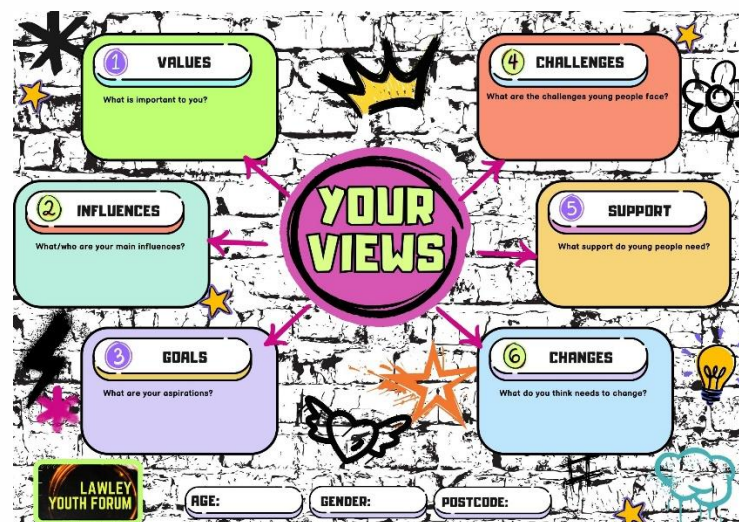
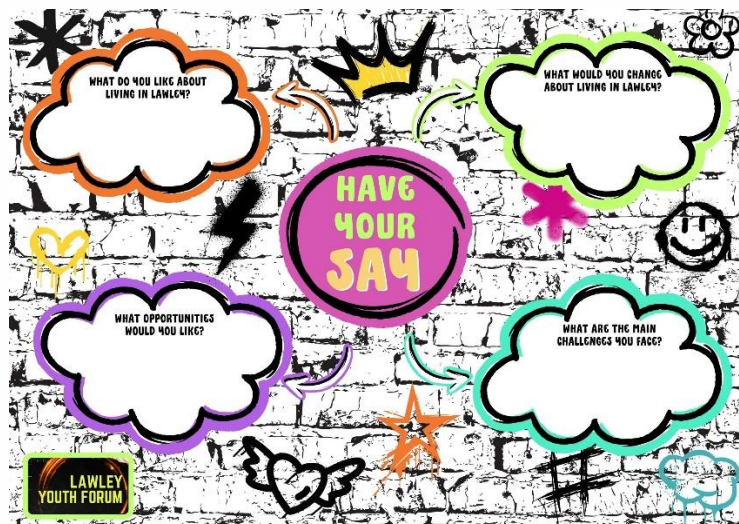
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## Appendix A - Youth Voice Consultation Cards

| What do you like about living in Lawley?                  | What would you change about living in Lawley?              | What opportunities would you like?  | What are the main challenges you face? | What is important to you?     | What are the challenges young people face? | What/who are your main influences? | What support do young people need? | What are your aspirations? | What do you think needs to change? |
|---|--|-------------------------------------|--|-------------------------------|--|------------------------------------|------------------------------------|----------------------------|------------------------------------|
| Christmas Fair  | Deaf school  | Jobs for disabled people.           | Socialising with new people            | Family                        | Low self-esteem                            | Parents                            | Mental health (due to covid)       | Interior designer          | I don't know                       |
| It's fun and park.  | Nothing  | The gaming bus again                |  | Family & Friends              | Fear                                       | Family & Friends                   | Youth Events                       |                            | Nothing                            |
| Very peaceful   | More social events   | Something to make a name for myself | Being pushed aside                     | Family & Friends              | Discrimination from others                 | CR7, Rashford                      | Reassurance                        | Just to be successful      | Discrimination against others      |
| Events, Community, St John's Ambulance First Aid Training | More events, more life-skills events i.e. work experience. | Big outdoor cinema, discos          | Socialising                            | Family & Friends              | Mental Health                              | Family, Celebrities                | Mental Health Support              | To get a good job          | ??                                 |
| Park nearby   | Astro to play football                                     |                                     |  | Family & Friends              | The Internet                               | Garnancho                          |                                    | Be a chemotherapist        |                                    |
| It's fun  | Nothing  | The gaming bus again                |  | Family                        | Life                                       | Dad                                | Home                               | To be a Police Man         |                                    |
| Loads of places to go and visit                           | More places to do sport                                    |                                     |  | Sport                         |  | Mary Earps, Ronaldo                |                                    | Be a footballer            |                                    |
| My friends also live there                                | Weather  | To go to a different group          | Games                                  | Fortnite and Friends & Family | School                                     | Typical Gamer                      | Reassurance                        | Win the fortnite world cup | Violence levels                    |



## Appendix B – Communities Showcase

- Includes strategy documents for Community Development and the importance of our Partnerships.
- Case studies from Lawley of themes that demonstrate championing people, community building, place shaping and inspiring learning and sharing..

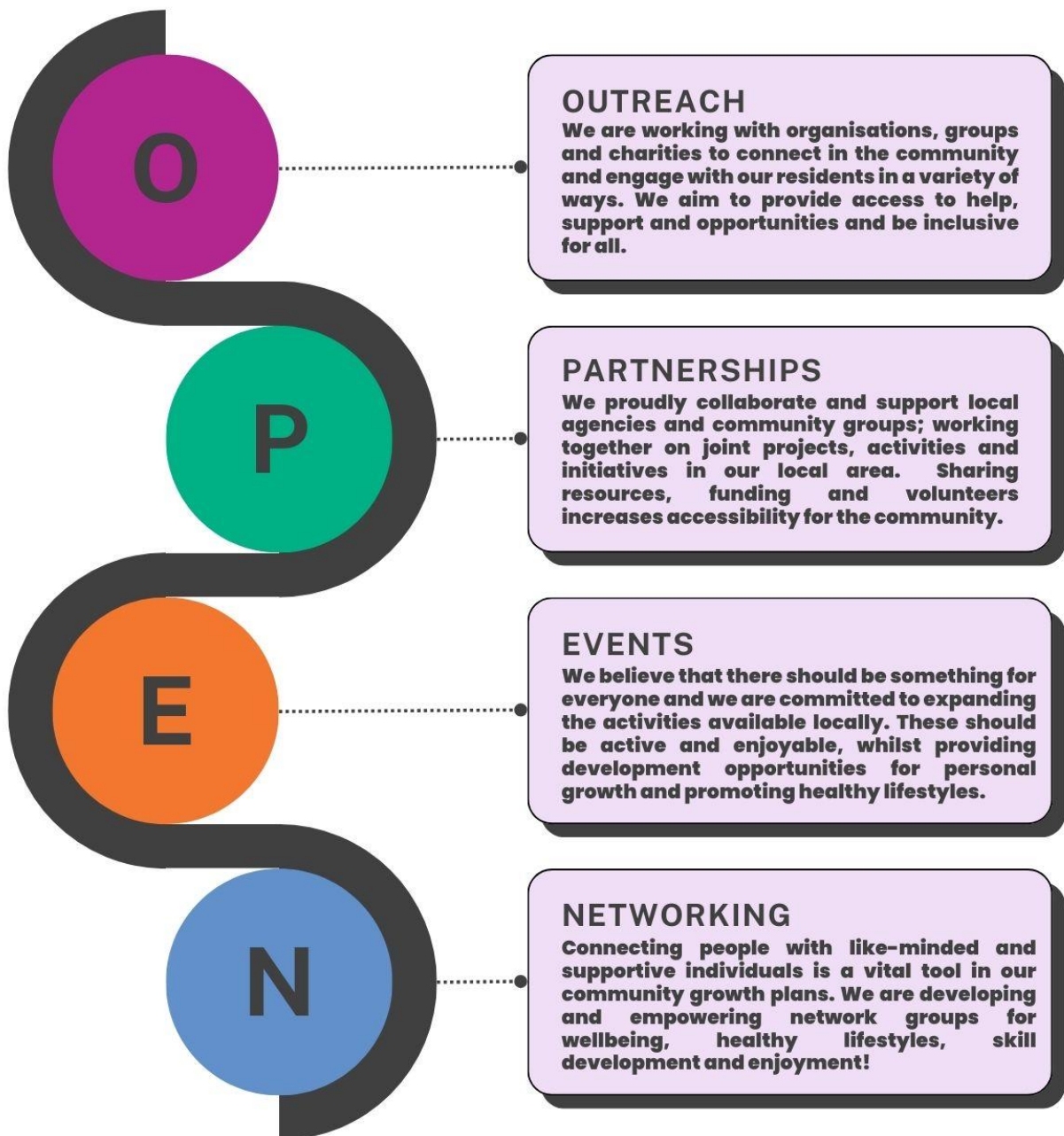
**Outreach Case Study - Citizens Advice Outreach at Lawley Community Hub**

**Partnerships Case Study - Virtual Noticeboard for Lawley Community Partners**

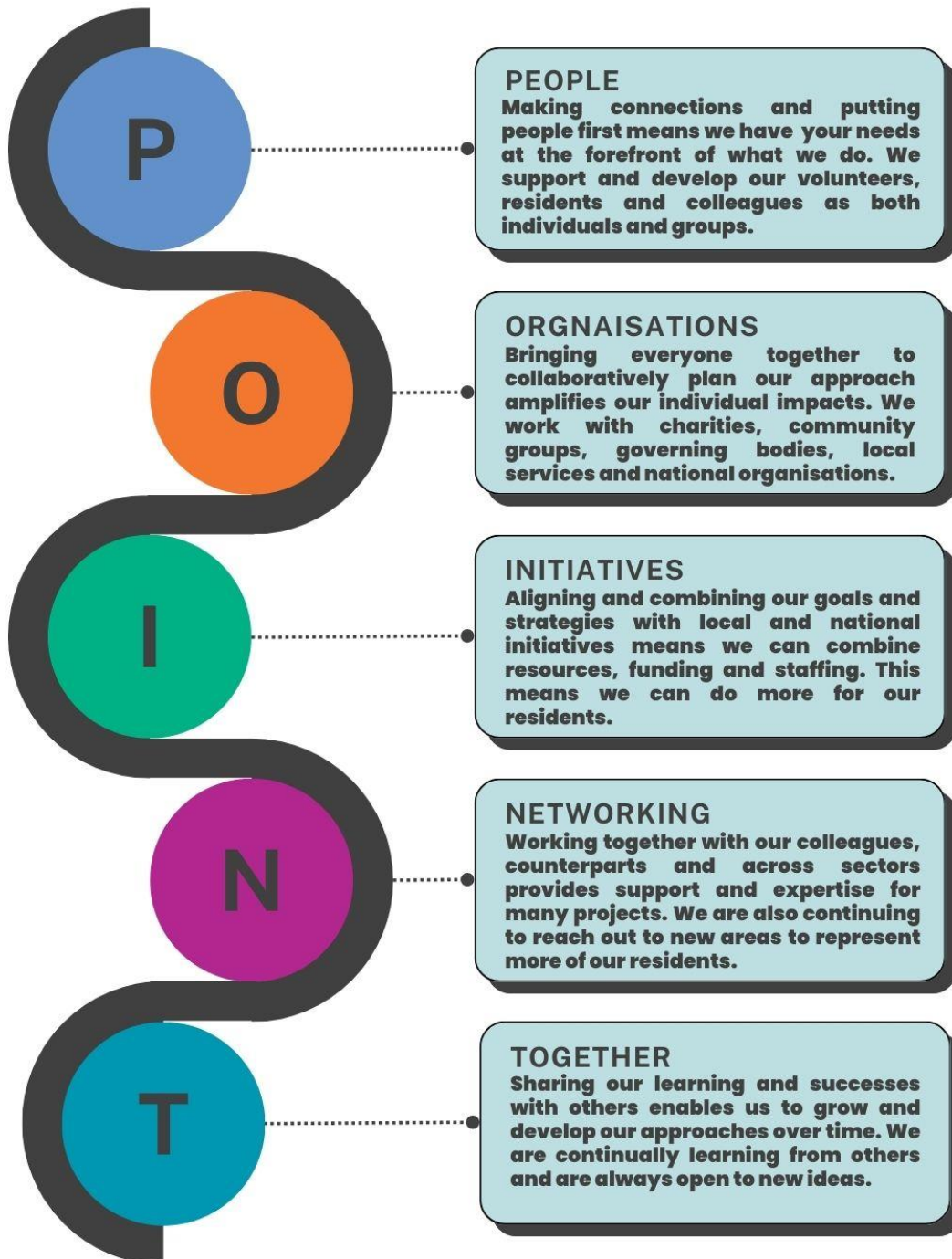
**Events Case Study - Children's Holiday Activities for Lawley, Lightmoor Village and Overdale**

**Networking Case Study - Incredible Edible Establishing Networks in Lawley & Lightmoor**

# Our **OPEN** Approach to Community Development



# The **POINT** of Our Partnerships





# Partnerships Case Study



**BVT Aims & Values-** Community Building, Championing People, Inspiring Learning and Sharing, Partnership, Quality, Innovation

**KPI & Performance-** Number of Partnerships, Number of Third Sector/Community Groups Supported, Number of Volunteers in Places

**Cost-** Monthly Approx 4 hours of the CD&P Officer's time and inspiring multiple Eileen Hewer Community Fund Grants

## Virtual Noticeboard For Lawley Community Partners

**As a fundamental part of our networking and community building initiatives with local partners, we have developed the Lawley Community Virtual Noticeboard. This functions as a place to share information with our residents and showcase opportunities for Lawley and the surrounding areas.**

The aim of the noticeboard is to maximise communications and networking opportunities for all community partners, whilst reducing the frequency of requests to share information. It is essentially a one-stop-shop for community happenings and is released once a month in a digital format.

Community groups and partners are able to submit flyers for events and opportunities. This has led to many agencies and groups making contact with BVT to be featured in the next editions and has significantly helped out partnerships increase in both number and active engagement. Here are examples of our networking:

- SEND IASS (a TWC children's educational support service) reached out to BVT and are planning to book the meeting room at Lawley Community Hub for surgeries with local residents.
- Telford Steam Railway invited BVT to their corporate initiative day, applied for an Eileen Hewer Community Fund Grant and are working with us on developing a share waste compound on their land.
- Local groups asking to be featured including: Interfaith Community Basketball, Slimming World, Cheerunleased, Buildwas Pantomime, Lawley Rangers, Puddleducks Pre-School, Mini Athletics and Shropshire Wildlife Trust, to name a few.

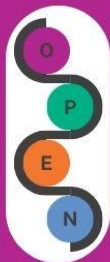
Each edition features different groups and themes to suit the upcoming interests such as half-term activities, fireworks safety and photos of recent events. There are distinct sections to match the needs of our residents and to ensure representation and inclusivity. These include Armed Forces, Carers, SEND, Info sections from Police etc, Youth Opportunities and Older Residents. The format of the noticeboard is very visual, which is dyslexia friendly.

During the development of the virtual noticeboard, we have worked to ensure information is current and the file size/type is accessible. It is now featured on the BVT website, emailed to a list of community partners/colleagues and shared on social media to signpost to the website. It is also printed and showcased in the Hub windows for those who are not digitally connected. Lightmoor Village have now created a virtual noticeboard and Birmingham are developing their newsletter in the future. We have learned from feedback that this format is particularly helpful to schools for sharing with parents.



**Example Virtual Noticeboard Pages**

# Outreach Case Study



**BVT Aims & Values-** Championing People, Building Organisational Strength, Inspiring Learning and Sharing, Partnership, Fairness

**KPI & Performance-** Number of Partnerships, Number of BVT Activities, Number of Organisations Using Community Spaces

**Cost-** BVT Income of £388.80 from meeting room hire of funded by an LPB Grant

## Citizens Advice Outreach at Lawley Community Hub

**Citizens Advice have been hiring the meeting room at Lawley Community Hub, to advise residents in a confidential setting locally, trialling this for 6 months and have since extended their booking for another 12 months.**

Matt, their outreach worker has, provided free, confidential and impartial advice on a variety of subject matters, such as Benefits, employment, housing, consumer, energy etc, to those in need in and around the Lawley area. Providing this service in the community will allow access to the services without the additional cost implications of travel and time attending locations away from Lawley.

Citizens Advice reported "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." This feedback has been shared with our partners.

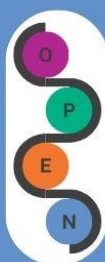
One of the residents who participated said "We wouldn't have been able to move forward without your help, thank you Matt.. We've been trying to see someone from CAB for ages, but I struggle to get to Wellington." Having the community hub in such a central location has a notable impact on our residents who are unable to travel further afield for either cost or mobility issues to access services.

The outreach sessions have been very successful and have made substantial direct gains for our residents. We reached out to Will, the coordinator of the programme, and asked if they would like to be featured as a success story and case study, which they agreed. We have used this case study to demonstrate this outreach model to other agencies and currently we are working with SEND IASS (a TWC children's educational advice service), Read Easy (an adult literacy volunteer programme) and Expecting Antenatal Classes. This has proven a successful method of bringing much needed services into our community for residents to access and have gained income for Lawley Community Hub through grant funding.



**Matt from  
Citizens Advice  
on one of his  
outreach visits**

**citizens  
advice**



**BVT Aims & Values-** Place Shaping, Community Building, Championing People, Providing Great Homes, Integrity, Partnership, Innovation

**KPI & Performance-** Number of Partnerships/Community Groups, Number of Organisations Using Community Spaces, Number of Volunteers

**Cost-** BVT costs for Engagement Event and Field Trip, Community Collaborations to Share Funding

## Incredible Edible

### Establishing Networks in Lawley & Lightmoor

**BVT have partnered with Incredible Edible to begin a radical change in stewardship in our areas where will promote and support the growing of food in our local communities. Incredible Edible founder Pam Warhurst CBE has been working with BVT since the Town and Country Planning Agency 125 conference held in Bournville in 2023. We are working together to develop a food growing network in our areas.**

Incredible Edible is a global phenomenon that was started in the north of England and has been gaining momentum internationally. Founded on the premise of growing fruit, vegetables and herbs in wherever possible in your local community, to ultimately reduce carbon emissions and allow access to food for all. The movement is a fantastic way to bring people together to share skills and resources, whilst having a positive environmental impact.

BVT colleagues have been networking in Telford to meet others who share this passion, we have attended Sustainable Sunday events from Climate Action Hub Telford, Transition Telford, the Repair Cafe and Teracycle partners. this has allowed us to engage with local residents and community groups who share our vision for sustainable food sources and climate issues.

In Lawley Community Hub we hosted an Engagement Event where we forged connections between partners and services in our villages and Pam joined us to give an inspiring talk. We had representatives from local schools and nurseries, the council, business providers, residents green and sounding groups, local green campaigners and The Good Food Partnership (who have £100,000 of grant funding for growing, juicing, gleaning and swapping foods in Community Supported Agriculture through schools). Other partners have been included in the consultations and networking through meetings and online feedback. During the Engagement Event parties networked with other groups to offer resources and support and to seek help from others in reciprocation, as we continue to build these community collaborations. All of the partners had something unique to offer to our network, whether it be knowledge, funding, volunteers, resources or land, and we are all better working together.

To maximise our learning, we embarked on a field trip to an established Incredible Edible location with a sustainability hub in Porthmadog. During this sought guidance and support of how to make our network grow successfully. We will continue to collaborate with all parties involved as we work to build this vital network, which will bring our community together through growing food.



**Growing food locally in our communities**





**BVT Aims & Values-** Community Building Championing People, Building Organisational Strength, Partnership, Fairness, Quality, Innovation

**KPI & Performance-** Number of Young People Engaged in Youth Activities, Number of BVT Activities, Number of People in Community Places

**Cost-** Easter Holidays sessions costs for BVT Lawley Village was £98 from a total of £3668

## Children's Holiday Activities For Lawley, Lightmoor Village and Overdale

**BVT have led a joint project with Lawley and Overdale Parish Council (LOPC) to provide free children's opportunities during the school holidays. Our Lawley and Lightmoor teams have worked with LOPC, Telford and Wrekin Council (TWC) and numerous activity providers to present a programme of learning opportunities, sports activities, life skills and creative workshops for the enjoyment of children in the local area.**

By working in partnership with other services, agencies, charities and businesses, we have been able to expand our programme of events and decrease our individual costs through sharing resources and access to funding. Using this collaborative pooled approach of funding and providing workshops, has given parents more dates available in a period, ensured we have included all areas and not duplicated provisions by working in silo.

During the Easter holidays of 2024 we have provided with our partners 30 activity sessions with 1272 available places for our resident children. We have engaged with local providers to present a diverse and inclusive programme which included Easter Activity Trails, Cricket, Creation Station arts and crafts, Youth Forum and Gaming Van, Mini Athletics, Cooking classes, Football and Multisport, Magic lessons, Exotic Zoo animal visits, Wild Telford Workshops from Shropshire Wildlife Trust, interactive history workshops with Professor Black and Shropshire Youth Association activities. A diverse and inclusive range!

The total cost of the programme of events for Easter was £3668, however BVT Lawley only had a contribution of £98 towards this, which is 2.7% of the overall costs. We maximised grant funding from Councilor's Pride Funding, UK Sports Funding, Lawley Partnership board, TWC Urban Games and LOPC funds. We have also expanded the age ranges catered for and the venues utilised.

We work with local schools to communicate with parents and carers about the activities in their areas. Feedback from parents has been positive, including Gareth a local resident who said "Really pleased to have such a range of activities on our doorstep and it is great for the kids. My kids have loved them".

We have expanded and developed the programme over several years and forged strong partnerships with our local providers. We have reviewed our booking systems and staffing arrangements with providers to make the programme manageable. We have listened to feedback to include SEND pre-course questions and are working with disability charities to make the activities as inclusive as we can.

**Some of our youths enjoying the activities**



## Appendix C – My Day With Dementia Article by L.Powell (Optional Reading)

### My Day With Dementia

I have some personal experience with my family and dementia, I watched my beloved Granny disappear before my eyes. Because I knew her so well, it was heartbreaking to see her becoming agitated and upset. Dementia is a cruel and destructive illness, both for the sufferer and their loved ones. My personal experience has always made me want to help others in the community and so as part of my role within Bournville Village Trust, we tried something new.

The background of the event is deeply seated in strong partnerships with local residential homes, assisted living facilities, local activity providers, charities and our community network. Previously, I had worked with a local charity called Puppy Academy and Friends, who visited our care homes with therapy dogs. Seeing the joy this brought to the residents, many of whom have had to give up having pets, I started to wonder, what else they would miss now they no longer live at home. Many of our partners are keen to think outside the box when it comes to making their residents happy: Telford Hall have built a traditional pub upstairs in their home for the gentlemen and Lawley Bank Court hire every kind of entertainment their residents request, including a Tina Turner drag act who was simply fabulous. No idea is ever off the table, if it will make their residents smile, these staff are utterly dedicated and amazing.

Next, in comes Katie from Katie's Kids Kitchen to the picture. Katie is a fantastic chef, who also owns a nursery school and provides children's cooking classes. Katie delivers our workshops for young people as part of our Children's Holiday Activities in Lawley, Lightmoor Village and Overdale. We give thousands of children the chance to learn life skills, have new experiences, promote healthy lifestyles and participate in sports. Katie mentioned that she wanted to work with older residents and care homes to bring cooking to the residents again. When I asked, about what she would teach them to cook she said *"We're not teaching them to cook. They already know, we are just helping them remember"*. I knew right then she was the right person for the job and this could be something special. Katie said she would like to do an afternoon tea as making scones has a lot of memory connections for older people; you mix, roll, cut, spread and use a whole load of other fine motor skills lodged in the back of your brain. We discussed our families, reminiscing and agreed how food is love for so many people, and then the event began to take shape.

We decided to link all of the themes of remembrance, heritage, wartime and traditional baking together in a dementia friendly way, and that is how we arrived at the idea of an 'Afternoon Tea to Commemorate the 80<sup>th</sup> Anniversary of D-day', with our residential homes in Lawley. Laura and Kirsty at Lawley Bank Court and Ria from Telford Hall, were all thrilled to get started planning and specially invited their residents to attend. In no time at all it was June and our event was here, now let me tell you about my day with these amazing people.

We held our event on Friday morning 7<sup>th</sup> June 2024, the day after the official anniversary, where there was TV coverage of the remembrance service and many residents went to our local service to commemorate the sculpture unveiling by the War Memorial. Sometimes there is such an event that captures the mood of the nation and people stop and pause for thought. This was such a time.

When Katie and I arrived at both the homes that day, they had taken out all the stops to decorate and there was wartime music playing. First off at Lawley Bank Court, an assisted living facility from Sanctuary, Katie brought all the equipment with her, welcomed the residents and they began baking with huge smiles on their faces. As they measured, mixed and kneaded the dough, people were talking together and reminiscing. One lady told us all about how she used to bake with her children and then another 10 kids from the street would arrive at her doorstep to join in cooking, she said she loved it and what a happy memory it was of her children being little. Some were not as keen to start as it was something different but soon joined in and were enjoying the practical activity, thinking about the ingredients and rationing and what it was like in the wartime. Another lady sweetly said *"Oh its been years since I've baked anything, how lovely!"*. We were thanked as well by a lady who brought her mother who has dementia along to participate together, she loves cooking and Katie was excellent at making it manageable for the residents. Watching as a daughter taught her mother how to hold her cup, with the most genuine affection and patience, was truly humbling and showed what families have to navigate through. The amazing staff from the home cooked the scones and organised a proper afternoon tea in the gardens later that day.

I took along some wartime artefacts from the BVT handling collection at Selly Manor Museum in Bournville, which have been used for their dementia cafes. These included clothing, books, toys and also scent boxes, which trigger olfactory sensors related to emotion and memory. Listening to the residents talk about D-day, the war and their memories was very emotional. In addition, watching that light in their eye and smiles on their faces, as they remembered something happy and precious that was lost to them for years, was moving and there were a few tears from the staff and us. Unfortunately, because these memory connections in the brain are so triggering, one lady was overwhelmed and suffered a seizure. She thankfully recovered quickly and was cared for by the staff excellently as per her care plan, but it did hit home for me how fragile some of the residents are. I remembered my own Granny, small and confused and asking for her mother, yes these precious people are fragile indeed. And yet, the residents and the staff 'keep calm and carry on' with their daily lives and we carried on cooking. Making the effort to take the activity to the homes helps to allow people to access opportunities but there are still sometimes other barriers and medical conditions.

As I was packing away, one of the ladies was sharing stories with me about when she ran a nursery school in Germany for service children. I was a forces child too so this resonated with me deeply. She told me the same story nine times in a row with a beaming smile every time. I listened carefully nine times in a row and shared in her joy of remembering. We thanked Kirsty and Laura for their wonderful set up and hospitality hosting us, then we packed up ready for the next session.

Next, Katie and I headed over to Telford Hall for our afternoon session, this is a residential care home from Sandstone, with a high number of dementia patients in their care. We had a smaller group to cook with this time and more gentlemen in this group. Their care needs were aided by Ria, their activities coordinator, who is amazing and so creative. There was a mix of ages in the group and physical abilities. We started to mix the ingredients and helped everyone to have a go. One gentleman was unsure at the start, he asked why he was there and where his wife was, at the end of the session he was happy to join in and had a second helping of cake. Another lady absolutely stole the show! Ria said she is shy usually but as soon as the ingredients came out, she could tell us exactly what needed to go in and when and about all the things she used to bake. It was heartwarming to see her so animated and happy to be cooking again.

It was a quieter session for the afternoon, one of the ladies had a little sleep and woke up for tea and cake, not a bad idea and she was pleased. There was a married couple with us as well, the husband was staying in the home and the wife was visiting him as she always did. He struggled with fine motor skills, she lovingly reminded him and cared for him. I think a lot of his memory had been taken but he knew his wife and his eyes lit up when he looked at her. It makes me tear up thinking about how that might not be the case for much longer unfortunately. It is a very cruel disease. I thought of my Grampy, and how well he had hid the extent of my Granny's dementia from us in the family, before he passed away. I know she still knew him, she asked for him every day and ultimately I think she died of a broken heart. I wondered how many of these residents have spouses to visit them. A few more tears welled up for us all in the afternoon as well.

While the chef kindly cooked the scones, we looked at the handling objects, one of the gentlemen was also a veteran and told us about some of the artefacts in the collection and how he remembered them. He was very moved by the D-Day commemorations on the TV and he had also been to the sculpture unveiling. He met some of our armed forces network, local service personnel and even gave a cheeky kiss on the hand to one of the female army officers. He was very pleased about that and Ria said he's quite the charmer. The kind lady visiting her husband set out the dominoes from the artefacts in a row and she explained, to her husband of many years, how to play the childhood game. We watched the dominoes topple over with a collective gasp and smiles. I haven't made one of those for ages, it made me think about my children and how much they'd like to do that. Then I wondered if this married couple had children of their own and grandchildren and great grandchildren even!

To finish, we all had a cup of tea in a fine China cup with a flowery saucer and the scones were brought back cooked to perfection, delicious and on a cake stand ready to be served. Mumbles of appreciation followed as we all ate the scones together and complimented each other on a job well done. The residents then went off to carry on with their day and the staff took them to complete all their care needs. Ria was beaming and told us how proud she was about how engaged they'd all been during the cooking. She knows them so well but even had a few surprises about how much our superstar lady had talked today. We tidied up and I thank Ria and Katie for their time and efforts, both homes had done such an amazing job of hosting the afternoon teas.

I went home and told my children about my day at work. Because I work in community development, my days are often very varied and they enjoy hearing about who I have been working with that day. Sometimes it will be environmentalists, artists, charities, local services, schools, armed forces. You name it, if they're near us I want them as part of our community so that there's something for everyone! I want to help people feel less isolated and feel connected. I often tell my children about my day, and yes today was *my day with dementia*, but more importantly my day had been spent supporting some of the people that dementia affects the most.

By Lin Powell

BVT Community Development & Partnerships Officer for Lawley Village

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

|                                     |  |    |   |          |  |
|-------------------------------------|--|----|---|----------|--|
| <b>2<sup>nd</sup> July 2024</b>     | <b>Customer Communications Sub-Group</b> |    |   |          |  |
|                                     |  | 1  | Receive Briefing on Q2 comms                  | DC       |  |
|                                     |  | 2  | Planned Comms Activity Q3 and beyond          | DC/NF    |  |
|                                     |  | 3  | 30 Year Financial Plan                        | PR       |  |
| <b>30<sup>th</sup> July 2024</b>    | <b>Quarterly LMC Meeting</b>             |    |   |          |  |
|                                     |  | 1  | Introductions and apologies                   | Chair    |  |
|                                     |  | 2  | Declarations of interest                      | Chair    |  |
|                                     |  | 3  | Minutes                                       | Chair    |  |
|                                     |  | 4  | Matters arising/outstanding actions           | Chair    |  |
|                                     |  | 5  | Lawley Community Hub re-design                | NF       |  |
|                                     |  | 5A | End of year Accounts (2023)                   | TR       |  |
|                                     |  | 6  | Quarterly Financial Report                    | TR       |  |
|                                     |  | 7  | Estates & Stewardship Update                  | NF       |  |
|                                     |  | 8  | Quarterly Performance Report                  | NF       |  |
|                                     |  | 9  | Community Development and Partnerships Report | NF       |  |
|                                     |  | 10 | Committee Member Items                        | Chair    |  |
|                                     |  | 11 | LPB Update                                    | TR       |  |
|                                     |  | 12 | Meeting Plan                                  | NF       |  |
|                                     |  | 13 | AOB   | Chair    |  |
|                                     |  | 14 | Next Meeting                                  | Chair    |  |
|                                     |  | 15 | Confidential Items                            | Chair    |  |
| <b>2<sup>nd</sup> September</b>     | <b>Working Group Meeting</b>             |    |   |          |  |
|                                     |  | 1  | Design Guide Proposals                        | NF/NK/GW |  |
| <b>1<sup>st</sup> October 2024</b>  | <b>Customer Communications Sub-Group</b> |    |   |          |  |
|                                     |  | 1  | Receive Briefing on Q3 comms                  | DC       |  |
|                                     |  | 2  | Planned Comms Activity Q4 and beyond          | DC/NF    |  |
| <b>5<sup>th</sup> November 2024</b> | <b>Quarterly LMC Meeting</b>             |    |   |          |  |
|                                     |  | 1  | Agenda TBC                                    |          |  |

Agenda Item 12  
 Lawley Management Committee  
 30<sup>th</sup> July 2024  
 LMC Meeting Plan 2024



|                                     |                              |          |                               |  |  |
|-------------------------------------|------------------------------|----------|-------------------------------|--|--|
| <b>3<sup>rd</sup> December 2024</b> | <b>Working Group Meeting</b> |          |                               |  |  |
|                                     |                              | <b>1</b> | <b>Online Training Review</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.                        |
|                                   |             |  |
|                                   |             |  |
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**DRAFT Confidential Minutes of the Lawley Management Committee  
Meeting held at Lawley Community Hub and on  
30th April 2024 at 6.00pm**

|                                  |  |  |
|----------------------------------|--|--|
|                                  | <p><b>PRESENT:</b><br/>James Haldron (JH) – Chair<br/>Ian Springle (IS)<br/>Grant Williams (GW)<br/>Cllr Luke Lewis (LL)<br/>Pete Richmond (PR)<br/>Arthur Tsang (AT)<br/>Garfield Parker (GP) – Co-opted<br/>Emily Bryan (EB) – Co-opted</p>  |  |
|                                  | <p><b>IN ATTENDANCE:</b><br/>Tracey Rowe (TR) – Head of Estates &amp; Stewardship<br/>Nick Freeman (NF) – Estates &amp; Stewardship Manager<br/>Hannah Pryce (HP) – Head of Governance (via MS Teams)<br/>Shannon Reynolds (SR) – Minute Taker<br/>Donna Charway (DC) – Online Meeting Facilitator</p> |  |
|                                  | <p><b>OBSERVERS</b><br/><br/>N/A – confidential items.</p>   |  |
| <b>018/24</b>                    | <p><b>INTRODUCTIONS &amp; APOLOGIES</b><br/>Introductions:<br/>Garfield Parker (GP)<br/>Emily Bryan (EB)<br/><br/>Apologies:<br/>N/A</p>   |  |
| <b>019/24</b>                    | <p><b>DECLARATIONS OF INTEREST</b><br/><br/>EB advised that she is involved in the Lawley Scouts Group which have received an Eileen Hewer Fund grant.<br/><br/>Committee <b>NOTED</b> the declaration.</p>  |  |
| <b><u>CONFIDENTIAL ITEMS</u></b> |  |  |
| <b>034/24</b>                    | <p><b>BREACHES OF DESIGN GUIDES – LEGAL FEES</b><br/><br/>TR provided a verbal update:</p> <ul style="list-style-type: none"> <li>• This item was to make Committee aware, and it may be brought back for Committee to discuss how far BVT take it.</li> </ul>   |  |

- There are 3 cases that have been referred to BVT's legal team to send a solicitor letter.
- The particular issues we've got are that not all courtyards are allowed to be used for parking. For some courtyards, residents have to go into a garage to park or drive through the garage and the parking bay is in the rear garden.
- BVT have received a formal complaint about people parking in these areas stopping others from being able to get out of there parking spaces.
- One resident has claimed that BVT are in breach of our role as the stewards under the TP1 and need to take action.
- It's hoped the solicitor letter will be enough, if not, we then have to go down the injunction route that cost upwards of £5k.
- There's a view that if we do a couple of test cases it might stop other people from breaching, but its going to be very expensive to stop that breach.
- This would be for breaches that are impacting on someone's life and their ability to access their home – not sale signs or bins being left out.

TR clarified that this would be for specific breaches and specific complaints rather than village wide because it would be expensive. The legal fees would be paid by the community charge because it is for the management of the TP1, and cost recovery isn't guaranteed.

AT suggested it would be useful to have full overview with what costs, implications, and alternatives there are so the committee has an opportunity to scrutinise the decision.

AT commented the challenge is that costs can spiral, then there's enforcement of it, but also what the potential ask will then be from the community. If residents are seeing action being taken, they may seek action for their specific issues and committee would need to consider what the threshold is for BVT taking action.

Committee discussed general parking issues and the methods of enforcement used by other organisations e.g. area-wide injunctions and Traffic Regulation Orders (TROs).

JH recommended this is brought back to a working group for discussion.

PR suggested that this conversation is about enforcement and Committee's principles towards enforcement and the point at which we decide to take more action.

|               |  |  |
|---------------|--|--|
|               | <p>PR recommended Committee look at what the options and risks are as this is a complex range of conversations, and it would be worthwhile to get an agreement on the principles of enforcement because this could apply to other things.</p> <p>Committee <b>NOTED</b> the update.</p>  |  |
| <b>035/24</b> | <p><b>NAPR, LAND TRANSFERS AND APARTMENT BLOCK UPDATE</b></p> <p>NF presented the report.</p> <p>JH recommended that this is the only item on the agenda when brought to a working group meeting.</p> <p>NF explained that this the item is confidential because residents within the apartment block have not been formally made aware yet.</p> <p>JH noted that BVT have no outstanding actions for the land transfers, and they are not being held up by BVT.</p> <p>There was a brief discussion regarding dead trees that need to be replaced. NF advised that BVT are aware of dead trees on land that it will take over, they are snagging lists to be picked up by the developers.</p> <p>Committee <b>NOTED</b> the update.</p> |  |
| <b>036/24</b> | <p><b>COMMITTEE WORKING GROUP UPDATE</b></p> <p>JH tabled the notes of the previous working group meetings:</p> <ul style="list-style-type: none"> <li>• 5<sup>th</sup> March 2024</li> <li>• 2<sup>nd</sup> April 2024 (Communications Sub-Group)</li> </ul> <p>Committee <b>NOTED</b> the working group meeting notes.</p>   |  |
| <b>037/24</b> | <p><b>CONFIDENTIAL AOB</b></p> <p>NF advised that the speed cameras in Lawley are now working.</p> <p>Committee <b>NOTED</b> the update.</p>   |  |
|               | <p><b>The meeting closed at 20:05 pm</b></p>   |  |
|               | <p>..... Chair</p> <p>..... Date</p> <p>..... Secretary</p>  |  |

|  |            |  |
|--|------------|--|
|  | ..... Date |  |
|--|------------|--|



**BOURNVILLE VILLAGE TRUST  
LAWLEY MANAGEMENT COMMITTEE**

**Notes of the Lawley Management Committee Appeal Hearing held at the  
Lawley Community Hub, Unit 3 Birchfield Way, TF3 5BZ, on  
16<sup>th</sup> April 2024 at 6.00pm**

|   |   |                         |
|---|---|-------------------------|
|   | <p><b>PRESENT:</b><br/>James Haldron (JH) - Chair, Ian Springle (IS), &amp; Garf Parker from Lawley Sounding Group (GP)</p>   | <b>Action<br/>Owner</b> |
|   | <p><b>OBSERVING:</b></p>  |                         |
|   | <p><b>IN ATTENDANCE:</b><br/>Nick Freeman (NF), Shannon Reynolds (SR) - Note Taker, Maria Rigby (MR)</p> <p>Resident Appellants:<br/>Mr P – 27 Bickerton Grove<br/>Mr &amp; Mrs B – 20 Peregrine Drive</p>  |                         |
|   | <p><b>APOLOGIES:</b></p>  |                         |
|   | <p><b>DECLARATIONS OF INTEREST</b></p> <p>NF advised that a family member lives near to 20 Peregrine Drive so he will not be involved in the decision making for that appeal.</p>   |                         |
| <b><u>APPEAL: 27 BICKERTON GROVE APPEAL – AIR CONDITIONING UNIT</u></b> |   |                         |
|   | <p><b>COMMITTEE MEMBER BRIEF</b><br/>NF tabled the appeal pack.</p> <p>Panel discussed the questions they had for the appellant. Questions included:</p> <ul style="list-style-type: none"> <li>• If appellants have enquired about the actual cost of moving the unit.</li> <li>• Whether the piping can be extended around the back of the property.</li> </ul> |                         |



|  |  |  |
|--|--|--|
|  | <ul style="list-style-type: none"> <li>• Was it the engineer that decided it was easiest to install on the side of the property rather than the back.</li> </ul> <p>Panel discussed the Design Guide guidance and when it was published. NF advised that, as part of the Sounding Group, GP has seen the first draft of the new Design Guide, but this is not yet published.</p> <p>There was a discussion regarding variations in the street scene that the Design Guide allows to certain extents for alterations. For example, door colours.</p>  |  |
|  | <p><b>RESIDENT VOICE</b><br/>Mr P entered the meeting.</p> <p>Introductions were made for all present.</p> <p>JH summarised the purpose of the appeal panel.</p> <p>Mr P summarised the circumstances and reasoning which lead to their alteration application appeal:</p> <ul style="list-style-type: none"> <li>• The AC unit was professionally installed in June 2023.</li> <li>• It was a very hot summer, and they have a baby at home, so the installation was quick – they didn't think about looking for permission.</li> <li>• The AC company said it was ok to install the AC unit on the side because there is enough space between his and the neighbour's house.</li> <li>• The street isn't busy – the house is on a side street rather than main road.</li> <li>• No houses face the property, only woodland.</li> <li>• It's not visible from the street – approaching from the right it can't be seen, and from the left side there's only a small view of it when stood next to the driveway.</li> <li>• Didn't think it was a structural alteration because it isn't very visible - only when you go looking for it.</li> <li>• The colour of the unit is the same as the house.</li> <li>• Looked at other positions it could be moved but its current position is the most efficient for heating and cooling the ground and first floor.</li> <li>• If placed on the rear elevation the kitchen would be in the way of linking the unit to work upstairs as well as downstairs.</li> <li>• If he knew he needed to ask for permission, he would not have installed it first.</li> </ul> <p>IS queried if the engineers have advised whether it can be moved to the back of the property.</p> <p>Mr P explained that it can be moved, but it would not be as efficient and would require more pipes and cabling to go along the wall at the side of the property making it more visible.</p> <p>GP queried what the cost would be to move the unit.</p> |  |

|  |   |  |
|--|---|--|
|  | <p>Mr P advised that the cost would be as if installing a new one, as well an additional cost for repairing the hole left behind.</p> <p>JH asked Mr P if he was aware of the Design Guide and that he needed permission before the installation.</p> <p>Mr P advised that he received the breach letter in February, but he wasn't aware beforehand; not until looking on the website after it was already installed.</p> <p>JH asked Mr P if he had any questions for the panel.</p> <p>Mr P asked if the panel have any recommendations for what can be done to hide the unit.</p> <p>JH explained the appeal process and the possible outcomes.</p> <p>NF advised that BVT will work with Mr P no matter the outcome of the appeal.</p> <p>JH thanked for Mr P for attending.</p> <p>Mr P left the meeting.</p>   |  |
|  | <p><b>PANEL DISCUSSION &amp; DECISION</b></p> <p>Panel discussed the appeal. Comments and suggestions included:</p> <ul style="list-style-type: none"> <li>• When looking for unit some panel members missed it when walking past.</li> <li>• It's not visible unless you go looking for it and is on a quiet road.</li> <li>• The location may have been for the installers ease and to keep the installation cost down. But it's probably not worth moving it.</li> <li>• The cables and pipes look black in the photos.</li> <li>• If moved to the rear elevation the upstairs indoor unit wouldn't need to move, and the cabling could be fed around under the soffit to make it less visible.</li> <li>• It wouldn't be a cheap job to relocate it perhaps £1,500.</li> <li>• It doesn't feel intrusive.</li> <li>• It's not on a shared driveway.</li> <li>• It's not overlooked from the front, and the neighbour doesn't appear to have windows on that side of the property.</li> <li>• It didn't look great in the photos, but when walking past it my opinion changed because it was a struggle to see it.</li> </ul> <p>Panel discussed that the Estates &amp; Stewardship Team were right to refuse the application based on the Design Guide. However, there was a consensus that in this case the AC unit didn't feel intrusive or impactful on the streetscape.</p> |  |

GP suggested that it is considered, in future when moving forward with the design guide, whether semi-enclosed areas such as this are really affecting the streetscape.

Panel discussed how the size of the AC Unit compares to other alteration applications previously dealt with. For example, Electric vehicle charging points. MR advised that this unit is more compact than others that have been applied for. IS highlighted that panel must look at things on a case-by-case basis.

NF explained the options available to the panel.

GP suggested having a condition to move it unless the design guidance has been amended.

Panel discussed and agreed that AC units should be an item focused on at the design guide review.

JH queried if the neighbours have been consulted.  
MR advised that they have not.

Panel briefly discussed the noise level of AC Units.  
GP advised that he didn't notice a noise when walking past.

Panel discussed the look of the AC unit. It was suggested that the unit is unattractive when seen. Alternatively, it was suggested that car charge points aren't attractive, but they are also becoming more prevalent.

There was a brief discussion regarding the guidance on electric vehicle charging points.

Panel discussed options that could make the AC unit less noticeable. Suggestions included:

- Painting or hiding the black cabling/pipes to match the wall.
- Painting the unit's bracket a colour that matches the wall.

MR highlighted that people have had them installed behind gates, but then never shut their gates which there are no rules against doing.

NF recommended allowing the unit with time limited conditions subject to the design guide review. The unit can stay in breach with the conditions to paint the cabling and brackets to match the wall. However, the unit needs to be moved if major works are needed or if they sell the property, unless the design guidance has changed, and Officers won't take the breach further subject to these conditions.

NF recommended meeting Mr P at the property to agree with officers what needs to be painted, and to issue a follow-up letter to confirm what is agreed.

NF advised he will do a drive-by before the letter is issued.  
Panel discussed allowing the breach to stand with no further action subject to conditions.

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|--|---|--|
|  | <p>JH called a vote.</p> <p>Panel unanimously <b>AGREED</b> to allow the AC Unit to stand in breach with no further action subject to the following conditions, unless the active design guidance changes to allow it:</p> <ul style="list-style-type: none"> <li>• The cabling and brackets need to be painted to match the wall.</li> <li>• The unit must be moved if major works are needed or if the property is being sold.</li> </ul>   |  |
| <p><b><u>APPEAL: 20 PEREGRINE DRIVE APPEAL – PARKING SIGNAGE</u></b></p> |   |  |
|  | <p><b>COMMITTEE MEMBER BRIEF</b></p> <p>NF left the meeting.</p> <p>MR tabled the appeal pack.</p> <p>JH asked if there are any questions.</p> <p>GP queried if the residents have applied for a disabled parking space or has it been refused.</p> <p>JH advised that it is clear in the TP1 that signs cannot be allowed, and because the TP1 is a legal document it can't be overruled by the panel.</p> <p>MR advised that she is investigating the other signs that that appellant has pointed in their appeal.</p> <p>MR advised that the wall is where people tend to park against, rather than outside of a house. The sign is very specific about not parking because of this property, and the residents did offer to change the wording, but it doesn't change the legal requirement in the TP1.</p>         |  |
|  | <p><b>RESIDENT VOICE</b></p> <p>Mr &amp; Mrs B entered the meeting.</p> <p>Introductions were made for all present.</p> <p>JH summarised the purpose of the appeal panel and the appeal process.</p> <p>Mr &amp; Mrs B summarised the circumstances and reasoning which lead to their alteration application appeal:</p> <ul style="list-style-type: none"> <li>• Moved into the area to be close to family.</li> <li>• No issues were observed with parking before purchasing the property.</li> <li>• After moving in, issues started with people parking at the front and side of the property and blocking the driveway.</li> <li>• Health issues – want to park at the front of the property to make it easier to unload shopping etc and then park on drive, but people would already be parked there.</li> </ul> |  |

- Can't park at the back of the property because the steps are too steep to use due to health issues.
- Have previously left notes on car windows to ask people to be considerate.
- People are slamming doors and using raised voices when parking out the front - don't sleep well so this causes issues. The dog has anxiety and reacts to noise.
- Can't get access to the front with their grandson in a buggy.
- Put up signage to make people aware, and when it was taken down as an experiment the parking issues returned.
- Had people parking at side of the property and blocking the path/gateway - couldn't get buggy down the pathway so had to go around into traffic.
- Daughter has health condition that affects balance – the sign helps her get access.
- A brick has been knocked off the wall by a vehicle parking inconsiderately.
- Can't claim disability badge – not far enough down the process although classed as disabled.

JH asked panel if there any questions.

GP queried if a Blue Badge is needed to get a disabled space.

Mrs B advised that from looking at the government website she can't get a Blue Badge because she doesn't meet the criteria.

IS queried if it is strangers parking there or neighbours that could be engaged with to explain the situation and see if it may help.

Mr & Mrs B explained that it isn't always neighbours – visitors park there for houses further up the road because it's convenient. They can be parked there all day or overnight.

GP queried if it is an open gateway at the front of the property.

Mr B advised that it is open, but vehicles can't park further across because of a lamppost.

JH queried if they have approached Telford & Wrekin Council to get a disabled space.

Mrs B advised they haven't asked the Council because the guidance online says they don't meet the criteria.

JH encouraged them to speak to Citizens Advice because guidance has recently changed.

JH highlighted that Peregrine Drive is a public highway.

Mr & Mrs B advised that they understand it is public highway, but when the sign was up it worked and when it was taken down the parking issues came back.

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|  | <p>GP suggested that with it being on the highway, double yellow lines wouldn't address you being able to park, but it would help access.</p> <p>GP queried if they have looked at installing a ramp at the rear of the property to assist.</p> <p>Mr &amp; Mrs B advised that a ramp would be too steep to use.</p> <p>There was a discussion regarding signs on the estate and other visible breaches e.g. bins being left out. MR clarified that other signs and breaches are being investigated and those properties liaised with so that everyone is treated the same.</p> <p>Mr &amp; Mrs B commented that they are disappointed and feel let down. Other people aren't abiding by the covenants, but they are being victimised.</p> <p>JH apologised and commented that the panel don't want people to feel victimised.</p> <p>JH clarified the TP1 covenant regarding signs and explained that the TP1 is a legally binding document, and covenants in transfer documents are something being included in most new build estates – not just Lawley.</p> <p>There was a discussion regarding other organisations and people that could be approached to see if there are other options to help e.g. Highways and local councillors. Mr &amp; Mrs B advised they haven't spoken to either because they want to keep the sign.</p> <p>Mr &amp; Mrs B advised the police couldn't do anything because the road hasn't been adopted, the parish council advised them to speak to BVT, and they haven't approached TWC because they won't do anything.</p> <p>JH thanked Mr &amp; Mrs B for attending and advised that the panel will discuss their appeal.</p> <p>Mr &amp; Mrs B left the meeting.</p> |  |
|  | <p><b>PANEL DISCUSSION &amp; DECISION</b></p> <p>NF entered the meeting.</p> <p>Panel discussed the appeal. Points included:</p> <ul style="list-style-type: none"> <li>• Telford &amp; Wrekin Council (TWC) may be able to offer alternatives to help when the road is adopted e.g. access protection marks.</li> <li>• Other options could be explored e.g. a ramp for the steps at the rear of the property.</li> <li>• There are no laws to stop cars parking there unless TWC apply a Traffic Regulation Order.</li> <li>• To change the TP1, BVT would have to get 100% agreement from all who are party to the covenants (all residents) or take it to a tribunal.</li> </ul>  |  |

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|  | <p>Panel discussed other breaches highlighted by Mr &amp; Mrs B.<br/>NF advised that residents can highlight breaches, and Officers will deal with them accordingly.</p> <p>There was a discussion regarding parking issues on the estate.</p> <p>JH called a vote.</p> <p>Panel unanimously <b>UPHELD</b> the decision of the Estates &amp; Stewardship Team to reject the alteration application on the basis that it directly contravenes a covenant within the TP1 and cannot be overturned.</p> |  |
|  | <p><b>ANY OTHER BUSINESS</b><br/>None</p>  |  |
|  | <p><b>DATE OF NEXT MEETINGS</b></p> <p><b>Appeal Panel Meetings are scheduled for the first Tuesday of each month when required.</b></p> <p><b>LMC MEETINGS:</b><br/>30th April 2024</p> <p><b>WORKING GROUP MEETINGS:</b><br/>4<sup>th</sup> June 2024</p>  |  |
|  | <p><b>The meeting closed at 20:15 hrs</b></p>  |  |
|  | <p>..... Chair</p> <p>..... Date</p> <p>..... Secretary</p> <p>..... Date</p>  |  |



**BOURNVILLE VILLAGE TRUST  
LAWLEY MANAGEMENT COMMITTEE**

**Notes of the Lawley Management Committee Working Group held at Lawley  
Community Hub on  
4<sup>th</sup> June 2024 at 6.00pm**

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|  | <p><b>PRESENT:</b><br/>James Haldron (JH)<br/>Grant Williams (GW)<br/>Ian Springle (IS)<br/>Garf Parker (GP)</p>  | <b>Action<br/>Owner</b> |
|  | <p><b>IN ATTENDANCE:</b><br/>Tracey Rowe (TR)<br/>Nick Freeman (NF)<br/>Lindsey Powell (LP) – note taker.</p>   |                         |
|  | <p><b>APOLOGIES:</b><br/>Pete Richmond (PR)<br/>Arthur Tsang (AT)<br/>Emily Bryan (EB)<br/>Luke Lewis (LL)</p>  |                         |
|  | <p><b>AGENDA ITEM TITLE</b></p> <p>Design Guide Refresh<br/>-JH Welcomes everyone<br/>-NF Introduces review spreadsheet and projects Appendix 01</p> <p>-Group discussed the Design Guide review Spreadsheet<br/><b>Points of discussion included on the spreadsheet.</b> This details proposals, discussions and where legal advice is needed.<br/>-Note the appeal and breach processes need to have wording altered for timelines.</p> <p>-NF asks if there are any members who would like to work on a small working group with the Estates Team. Proposing to start soon with a couple of months of work to complete the revision.</p> <p>Members responses:</p> |                         |



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|  | <p>-GP declined due to work commitments. GP has also completed this during Sounding Group meetings so has given comprehensive feedback already.</p> <p>-IS wishes to help however he is being posted to Germany soon so may not finish the project. IS would like to be part of project as it will allow him to keep updated on developments.</p> <p>-GW happy to be included in the working group.</p>  |  |
|  | <p><b>AGENDA ITEM TITLE</b></p> <p>Election Plan</p> <p>-NF introducing the Election project.</p> <p>- NF projects document timeline of actions</p> <p>- One change to be noted is that the date to be released has been postponed due to the UK General Election due to overload of election communications for residents. Proposing not to move the end date of the elections further back and they will reducing time become 7 weeks period instead of 8 week to conform to the timeline after the elections. All other areas are correct at present other than date.</p> <p>-TR explains plans and communications are a good chance for committee to meet residents. They can talk to members and answer questions. DC to complete videos for FAQs. Surgeries need committee time and some will be drop in and some will be appointment.</p> <p>-TR asked group to commit to dates or suggest availability. We will offer alternative dates, however we may come back to committee with further dates as members are best placed to share experience</p> <p>17.7.24 – GW absent, IS available<br/>22.8.24 – IS not available, (only 5 days away from deadline)</p> <p>Facebook like dates JH present, NF, DC, TR</p> <p>-NF asks would committee members like to be present for Summerfest 6.7.24. GW unavailable. Opportunity can be discussed further.</p> <p>-TR/NF describing changes that have been made to the application to make it more accessible and appealable to residents. Discussion on residents who might like to stand for the election. Looking for 5 places and we will be on hand to help people with the forms and nomination process.</p> |  |
|  | <p><b>AOB</b></p> <p>-TR explaining at the next meeting, for the subgroups, JH suggested a finance meeting like last year for infrastructure fund. Finance team working on 30 year budget that include repair fund, NAPR and other financial items. Proposing we look at the 2025 budget and 30 year</p>   |  |

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|  | <p>budget in the July meeting, this is to work around the election meetings. BVT Teams have been working on this and developers have requested information and so TR would like to update members with 30year sinking fund asset plan and 30 year budget plan. Changes will be made for recessions and supply shortages/price changes, however there should be more certainty on the effectiveness of long term budgeting. PR to come to workshop to present this in July (2.7.24) at the workshop meeting, ready to be discussed for formal approval at the November meeting. This is a confidential meeting but is available to co-opted members as well.</p> <p>-Members show interest in July 2.7.24 working group</p> <p>-TR Possibility of September meeting Monday 2.9.24 working group or October working group if needed for further discussion ready to present at the November 5.11.24 as part of the budgets report. November formal meeting is busy with swearing in new members.</p> |  |
|  | <p><b>DATE OF NEXT MEETINGS</b></p> <p><b>FORMAL MEETINGS</b><br/> 30<sup>th</sup> July 2024<br/> 5<sup>th</sup> November 2024</p> <p><b>WORKING GROUP MEETINGS</b><br/> 2<sup>nd</sup> July 2024 (Comms Sub-group)<br/> 3<sup>rd</sup> September 2024<br/> 1<sup>st</sup> October 2024 (Comms Sub-group)<br/> 3<sup>rd</sup> December 2024</p>  |  |
|  | <p><b>The meeting closed at 20:00</b></p>  |  |
|  | <p>..... Chair</p> <p>..... Date</p> <p>..... Secretary</p> <p>..... Date</p>  |  |

## Lawley DG Review 2023

| Page No | Detail                 | Suggested Adjustment  | Further Comments   | LMC Working Group Comments  |
|---------|------------------------|---|--|---|
| 2       | Introduction           | Wording - Para 3 Revised Guide, version control                               | A refresh of June 21 version   | To include which version it is with a date of when it was reviewed to be added in.  |
| 2       | Introduction           | Wording - Para 6 & 7 green energy/solar tiles                                 | re energy efficiencies   | To be updated to include the new solar panel developments.  |
| 3       | Index                  | Amend to suit amendments  |  |   |
| 5       | TR1                    | Also show TP1   | Most people have TP1's   | TR1 and TP1 Reference codes to include which one suits the address  |
| 5       | Contact address        | Amend to Lawley Community Hub   |  | Dates and Address to be updated   |
| 6       | Consulting neighbours  | add "where we consider there could be an impact on your neighbours"           | clarification that not all alterations require consultation                    | Proposing to alter wording of consultation with neighbours slightly for clarity.  |
| 7       | Application process    | Ensure matches current portal process   |  | The portal will be tested and use similar wording from Lightmoor Guide. Test runs will be done for the portal.  |
| 7       | Application process    | Alter flow chart style to make clearer  |  | Flow chart to be altered with flow arrows. See Lightmoor guide box order to read easier.  |
| 8       | Make up for LMC        | Amend to suit current LMC ToRs/make up  | Consider expanding to provide feature on LMC                                   |   |
| 9       | Version date reference | Amend to suit issue date of reviewed DG                                       |  | Part of the version control   |
| 10      | Breach process         | stage 1 - change to Informal Contact instead of Postcard                      | Not always postcard  | Proposal to change number one with post code to be informal contract to include more strategies of communication  |
| 10      | Breach process         | stage 5 - query costs   | Consider removing as we never charge at this stage                             |   |
| 10      | Breach Process         | Make flow chart style easier to read  |  | Arrows and order to be altered again.   |
| 11      | Colour of symbols      | Query seek advice - is it needed?   | Ensure colours match - error in v1   | Discussion - Is the seek advice arrow redundant or does it fall into other categories. Some residents always seek advice to reassure them that what they are doing is correct and will not have to change it later if it is incorrect. Advice useful to avoid breaches where there is a variety of options where some are not allowed. For example, external lights however this wouldn't require permission.   |
| 15      | Windows                | Amend "a match to the original design" with "of the same style"               | Phases 1A & 1B difficult as exact match very expensive.                        | Discussion with windows as now some of the manufacturers are no longer in business. To change wording to include the 'same style' which includes colour and if they need to be foiled. This means the original design and colour but needs to colour match if the original colour is no longer in production. windows are doors have potential in some areas to be changed to a pre-approved palette in one area that is approved within the BVT colour choices.  |
| 16      | Doors                  | Amend "must be a match of the current design" to "must be of the same style". | Exact matches not often available or need to be made which is cost prohibitive | Discussion - must be of the 'same style' as opposed to must be a match. Similar for windows. Needs to be clarified to avoid breaches and appeals so that it corresponds with the style of the house for that street or phase. Palette of colours and example doors as pictures provided, although there are many styles around the village. It needs to be the same style as the one taken out. Does this need to be widened for criteria to consider security and light ratios with class. Colour is usually the main factor, there is significant change at the border of phases. Do disabled tenants need reasonable adjustments depending if they are renting or have purchased? Needs further discussion. We don't have a set type available from the developers. There is a need to futureproof designs to account for manufacturing. Difficult to be prescriptive as there is such a range, do we need to split into phases? |

|    |                                   |   |  |  |
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| 16 | Garages and car ports             | check regarding garage conversions if no external changes to structure  | Do we have authority through the TP1 to restrict what people do inside the garage if the exterior remains unchanged? | Question from NF from BVT Team - does the TP1 give BVT any authority on what happens inside the garage?<br>Discussion from group - Currently they cannot have a bedroom but can have a home office and gym. Initial reason for this as conversion would take away a parking space, is think included in the TP1 as the garage space being classed as a parking space? Would not be able to tell some building options if the garage front remains intact. Separate garage cannot be changed, joined or link detached garages are different again. Legal advice being clarified to check the legal standing and make the wording appropriate. Some exceptions e.g. decision from exec for reasonable adjustments for disabilities after an appeal (Jan 2021, covenant 5.5), with the condition that it would be converted back before sale. Are our previous decisions our interpretation of the TP1 at the time or a legal requirement and does TWC have additional requirements and planning restrictions like single skin brick layers and building regulations. Compare with Lightmoor wording also, they say 'consider' parking provision/bins/street parking. Standard parking allocation for BVT Lawley is 2.0 whereas TWC is 1.7. |
| 16 | Door colours                      | create appendix with colours for areas  |  | Back doors require different permissions to front doors depending if they can be seen from the road but this linked to the solar panel discussions from the previous appeal about which roads are included. Create an appendix with palettes for colours in different areas. See door design.  |
| 16 | Satellite Dishes                  | New dishless options, what to do with existing dishes??   | Consider including requirement to remove redundant dishes.   | Proposal - Now there are dishless options, this will become less of a problem. What will we require people to do with redundant dishes as they fall into disrepair. Can we add into DG that they need to be renewed when redundant? There is no requirement at the moment to remove the disk unless you move as they were granted on a temporary permission. This is the most likely time to enforce this.   |
| 17 | Colour of symbols                 | correction Burglar alarms should be green?  | correction   |  |
| 17 | External lighting                 | query seek advice, permitted no approval required   |  | Seek advice however this is going to included as permitted as long as it is not facing directly into another property. CCTV does not fall within the same requirements and we tell people to follow the government guidelines. Ring door bells are very common and can cover both driveways but commonly people are happy to have their property covered as well by neighbours CCT.  |
| 17 | Festival lights                   | Add that festival lights should be removed within 14 days of the end of the festival.   | Amend reference to Christmas to be more inclusive?   | Proposal to change wording - possibly include an end date to the festival. There are a lot of festivals that role into each other. Christmas is referenced specifically, proposal to make more inclusive and include all festivals and not specify only Christmas. May need to list other examples or include no examples. Includes front and back of house. There are also houses that have lights up all year and not switch on but stay up.   |
| 18 | Gates                             | Add gates to colour restriction for fences etc.   | Residents have challenged us whether an item is a fence or gate.   | Proposal to include the wording of gates in with fences to not have a loop hole allowing for gates to be changed to bright colours, where they can be seen from 'the exterior of your property' needs rewording as all fences are outside. Should read from the road.  |
| 18 | Sheds                             | Clarification on size, application form gives 7 x 7 ?   | sheds on driveways, not in front gardens   | Discussion of shed size. 7ft by 7ft is stated on the portal as where permission needs to be sought above this size. TWC states anything over the size of a dog kennel needs planning permission. Needs clarifying in DG. Size needs confirming to fit BVT and TWC requirements.  |
| 19 | Parking vehicles on grassed areas | No additional parking on any grassed area front, side etc   |  | General rule not to allow this. There was a case on appeal for special permission. This is not the normal working practise.  |
| 19 | Rear gardens                      | remove seek advice symbol   | Confusing  | Note to say 'Adversely' impact the water drainage. Wording needs clarification. Seeking confirmation from lawyers with the TP1s.   |
| 21 | Electric vehicle charging points  | Permission required not seek advice?<br>Add wording around cables trailing across public spaces which may cause liability issues. |  | Proposal to add wording in relation to courtyards however public footpaths and highways have slightly different permissions. Wording needs firming up.   |
| 21 | solar panels                      | Amend to new guidance issued by LMC   |  | Completed new guidance, no further discussion needed.  |
| 21 | Air conditioning                  | Include Air Source Heat Pumps   | New technology, not strictly AC Units  | Proposal to include air source heat pumps for future proofing.   |

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| 22  | Running a business    | Add guidance as to what is a Business<br>Change to Not Permitted and alter wording to show that BVT cannot give permission for a business to operate from a home. | Complete re-write required.  | Discussion on wording. Lightmoor guide has effective wording to utilise for our guide.  |
| 22  | Signage               | Add no parking signs as specifically not permitted.   |  | Proposal to add specific line about no parking signs as you cannot add signs to public highways. Discussion - should we allow for sale signs? According to TP1s for sale signs can be allowed. For sale signs are not necessarily needed with internet listings, however this is extremely difficult to enforce with the Estates Agents for the BVT Estate Officers. Discussion of whether the rule is worth the effort to enforce as this is one of our top breaches, this requires a cost of time/labour for Estates Officers to enforce and it is at BVT's discretion to allow or not. Discussion of ways to remove, alter and monitor the management of this. Proposal to trial the removal of them for 12 months and then review, this needs to be removed from DG and comms shared as you said/we did. Similar to solar panels with good news stories of positive changes from committee. Also house names are present and does this fit with the DG as they compliment the door style often. |
| 23  | Making an application | Change "free of charge" statement to "there is no charge to the applicant"  | All residents are being charged for alterations via the Community Charge | Propose change of wording. Update the wording for timelines.  |
| 23  | Making an application | need to include a photo or will not submit  |  | Portal settings needs reviewing and do they auto-generate replies. Internal processes to be reviewed to determine why the acknowledgements are not being sent. JH - can we switch the order of applications on the portal to show the most recent one first for easier searching, this would also need to show where a proposal has been revised. This is in next year's budget.  |
| 24  | Appeal process        | can attend or via online as well  | see page 9 as well   | Note to review wording of timelines with appeals and breaches. On a different timeline to TWC. GW - questions why the timeline is 28 days, can be limiting if requests for further information. TR - advise we cannot close the application until the end of the appeals process, this is the standard period. It is 28 days to lodge an appeal, not to complete the appeal.  |
| 26  | Phases                | List of roads for phase 11  |  | Has been completed ready to be added.   |
| 27  | Contacts on last page | Amend to current contact details.   | update   |   |
|     |                       |   |  |   |
| All | Typos/Spelling        | Sweep document for spelling mistakes and typos.   |  |   |
| All | Photos                | Revise photos throughout  |  | DC to be reviewing photos to include new photos.  |
| All | Online                | Ensure revision is primarily for online presentation and (if possible) editable. Reduce file size to make it suitable for email (currently 21MB)                  | Must be printable but that is not the primary way to circulate it.       | Reviewing the public facing side of the online applications.  |
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**Communication Plan for Lawley and Lightmoor Village Elections**

| Tasks   | Responsibility             | Deadline                          | Approval process       | May              | June | July      | August | Sept             | Oct                                       | Nov | Dec | Notes   |
|---|----------------------------|-----------------------------------|------------------------|------------------|------|-----------|--------|------------------|---|-----|-----|---|
| <b>Election Process</b>   |                            |                                   |                        |                  |      |           |        |                  |   |     |     |   |
| Election communications plan signed off agreeing areas of approval for chairs/committee   | All                        | 31/05/2024                        | Chairs, TR, NF, FH, CP | X                |      |           |        |                  |   |     |     | JH signed off, awtg JT  |
| Appoint organisation to independently administer ballot   | TR                         | 31/05/2024                        | TR                     | X                |      |           |        |                  |   |     |     | Appointed MiVoice   |
| Write first draft newsletter/letter   | FH/NF/DC                   | 07/06/2024                        | TR                     |                  | X    |           |        |                  |   |     |     | Drafts created.   |
| Agree format of newsletter distribution (e.g. post or hand delivered)   | FH/NF                      | 07/06/2024                        | TR                     |                  | X    |           |        |                  |   |     |     | Lightmoor hand delivered, Lawley postal.  |
| Set dates for drop in sessions and FB live  | FH/NF/DC                   | 07/06/2024                        |                        |                  | X    |           |        |                  |   |     |     | Lightmoor Village drop ins 18/07/24, 15/08/24<br>Live 25/07/24, 28/08/24<br>Lawley drop ins 17/07/24, 22/08/24<br>Live 23/07/24, 20/08/24 |
| Create address data, inc correspondence addresses for both areas and other RSH.   | FH/NF                      | 21/06/2024                        |                        |                  | X    |           |        |                  |   |     |     | Create on day of sending data to ensure all addresses captured are as up to date as possible.   |
| Quote & deadline for mailing if required  | DC                         | 14/06/2024                        |                        |                  | X    |           |        |                  |   |     |     |   |
| Quote for online form to go on website  | DC                         | 31/05/2024                        | FH/NF/TR               | X                |      |           |        |                  |   |     |     |   |
| Dedicated email address for each area elections   | FH/NF                      | 31/05/2024                        |                        | X                |      |           |        |                  |   |     |     |   |
| Check person specification for committee members  | FH/NF/DC                   | 07/06/2024                        | TR                     |                  | X    |           |        |                  |   |     |     |   |
| Develop previous nominations form and content guidance for updates required   | FN/NF/DC                   | 14/06/2024                        | TR                     |                  | X    |           |        |                  |   |     |     |   |
| Post/distribute newsletters   | FN/NF/DC                   | 07/07/2024                        |                        |                  |      | X         |        |                  |   |     |     | Post 05/07/2024 - adjusted + 1 week due to general election.  |
| Validating Nominations  | TR                         | 31/08/2024                        |                        |                  |      |           | X      |                  |   |     |     |   |
| Confirm Nominations   | TR                         | 03/09/2024                        |                        |                  |      |           |        | X                |   |     |     |   |
| Work with organisation appointed to administer elections process to create ballot paper.  | TR                         | 03/09/2024                        |                        |                  |      |           |        | X                |   |     |     |   |
| Ballot papers posted to all charge payers with voting deadline.   | MiVoice                    | 09/09/2024                        |                        |                  |      |           |        | X                |   |     |     |   |
| Ballot results report to be provided by independent ballot organisation   | TR                         | 10/10/2024                        |                        |                  |      |           |        | Open<br>16/09/24 | Close<br>07/10/24<br>Report<br>10/10/24   |     |     |   |
| Inform successful candidates and ensure that they wish to take up the position  | FH/NF                      | 10/10/2024                        | TR                     |                  |      |           |        |                  | 10/10/2024                                |     |     |   |
| Meet and greet chair and/or team/members  | TR/FH/NF                   | 05/11/2024                        |                        |                  |      |           |        |                  | X<br>LMC<br>05/11/24<br>LVEMC<br>12/11/24 |     |     |   |
| Approve appointments at Management Committee meeting  | Existing committee members | 12/11/2024                        |                        |                  |      |           |        |                  |   |     |     |   |
| Appointments ratified at Board of Trustees through minutes  | TR                         | TBC                               | AT/PR                  |                  |      |           |        |                  |   | X   |     |   |
| Update website with outcome of elections + social media   |                            | LMC 07/11/24<br>LVEMC<br>13/11/24 |                        |                  |      |           |        |                  |   | X   |     |   |
| Arrange induction meetings with new members   | TR/FH/NF                   | 31/10/2024                        |                        |                  |      |           |        |                  | X   |     |     |   |
| <b>Pre-Election Communications</b>  |                            |                                   |                        |                  |      |           |        |                  |   |     |     |   |
| Draft letter/newsletter for residents announcing elections for Residents, other RP's, Neighbourhood Co-ordinators and absent homeowners | FH/NF/DC                   | 14/06/2024                        | TR/CP                  |                  | X    |           |        |                  |   |     |     |   |
| Write copy for new web pages  | DC                         | 14/06/2024                        | TR/CP/FH/NF            |                  | X    |           |        |                  |   |     |     | TR to check letter prior to final approval to check for accuracy on process   |
| Creation of web pages to include election process, options of applying, FAQs, role description, TOR, Code of conduct, onboarding        | DC                         | 14/06/2024                        | TR/CP/FH/NF            |                  | X    |           |        |                  |   |     |     |   |
| Add online form to websites   | DC                         | 03/07/2024                        | FH/NF                  |                  |      | X         |        |                  |   |     |     |   |
| Article for Inview (tenant magazine)  | DC                         | 31/05/2024                        | TR/CP/FH/NF            | 31.5.24<br>Draft |      | Published |        |                  |   |     |     |   |
| Article for online newsletter   | DC                         | 30/07/2024                        | TR/CP/FH/NF            |                  |      | X         |        |                  |   | X   |     |   |





**BOURNVILLE VILLAGE TRUST  
LAWLEY MANAGEMENT COMMITTEE**

**Notes of the Lawley Management Committee Working Group held at Lawley  
Community Hub on  
2<sup>nd</sup> July 2024 at 6.00pm**

|  |  |                         |
|--|--|-------------------------|
|  | <p><b>PRESENT:</b><br/>James Haldron (JH)<br/>Grant Williams (GW)<br/>Ian Springle (IS)<br/>Garf Parker (GP)<br/>Emily Bryan (EB)<br/>Pete Richmond (PR)<br/>Arthur Tsang (AT)</p>   | <b>Action<br/>Owner</b> |
|  | <p><b>IN ATTENDANCE:</b><br/>Tracey Rowe (TR)<br/>Nick Freeman (NF)<br/>Shannon Reynolds (SR) – note taker.</p>  |                         |
|  | <p><b>APOLOGIES:</b><br/>Luke Lewis (LL)</p>   |                         |
|  | <p><b>30 YEAR FINANCIAL &amp; FORWARD MAINTENANCE (SINKING FUND) PLAN</b></p> <p>PR presented the 30-year financial model for the stewardship service and asked for committee’s views and comments. PR advised that he expects this to be presented every year when setting the annual budget so Committee can see the impact of a one-year budget over a thirty-year period.</p> <p>Comments heard included:</p> <ul style="list-style-type: none"> <li>• The 30-year plan is helpful and valuable to see to make informed decisions.</li> <li>• It gives more understanding of the reasoning behind budget decisions.</li> <li>• When seeing the breakdown, you can see that you are getting a good service.</li> <li>• It is nice for homeowners to see what the charge is going to be and see why it will increase and by how much.</li> </ul> |                         |



- It is a realistic projection forward with realistic figures.
- It provides accountability and transparency on how things are done.

GW entered the meeting.

PR presented the Lawley Sinking Fund Model (2021-2060) and explained how the sinking fund is planned.

PR suggested there should be a formal update of this every 5 years rather than a yearly renewal.

PR presented a graph of the Lawley Village Sinking Fund Profile (2021-2079).

PR explained the benefits of having a sinking fund. For example, residents wouldn't have to pay thousands for capital replacements in the same year.

PR advised that the budgets and sinking fund are based on detail and the sinking fund had validation of accuracy from external consultants (Arcadis) in 2022, and another review will be done in 2026.

PR queried if Committee were comfortable with the principles of these models, and if they would work as the financial mechanisms for members to use as a management committee to manage the longer-term funds.

Committee discussed the Sinking Fund Model/Profile. Comments heard included:

- It shows good planning.
- It shows good planning and is the right level of detail – it won't confuse a lot of people.
- Committee don't want to be in a position where there's no money.
- Committee don't want to be in a position where residents are approached for thousands out of nowhere.
- This is the basis of all the information Committee need to make an informed decision.
- It is good to show people what things cost, and what they are paying towards.
- Residents won't notice small contributions to the sinking fund as much.

There was a brief discussion regarding items that need repairs in Lawley. For example, broken streetlights.

NF commented that some people would see the money in the sinking fund and want it back – not realising that their proportion of using that facility is paid by them at the time they use it and contributed towards the future cost.

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|  | <p>PR advised that these models would be updated for the budget.</p> <p>PR commented that towards the end of the year when setting the budget committee will be able to see the whole financial cycle, have transparency on where the funds go, and the opportunity to see the impacts on the service before making financial decisions.</p> <p>Committee discussed the positive influence that paying into the service and sinking fund has on house prices in Lawley, and how residents are ultimately investing in their own homes.</p> <p>Committee discussed the potential for commercial opportunity for biodiversity net gain in the future using green open spaces in Lawley.</p> <p>TR queried if this needs to go to full committee to get approval before publishing.</p> <p>PR advised that this will be brought to the November business meeting where the annual budget for 2025 will be presented. The models will show 30 years from 2025 and formally become the approved version of the 30-year plan.</p> <p>JH reminded Committee that this information is confidential until it is published.</p>  |  |
|  | <p><b>COMMUNICATIONS UPDATE - SECOND QUARTER 2024</b></p> <p>NF provided a communications update regarding Elections:</p> <ul style="list-style-type: none"> <li>• A full communications plan produced for on and offline platforms including social media.</li> <li>• Letters to be posted to every address will go out Friday (they were held back to avoid the general election letters).</li> <li>• Videos with the LMC Chair discussing committee were filmed and will be published on the website and social media.</li> <li>• Drop-ins and live Facebook Q&amp;A sessions have been arranged.</li> <li>• There will be drop-in sessions for people who need help applying for nominations.</li> </ul> <p>NF provided a communications update regarding Summerfest:</p> <ul style="list-style-type: none"> <li>• DC has created a communications plan for Summerfest (Saturday 6<sup>th</sup> July).</li> <li>• Posts will be published on the Summerfest Facebook page and the website.</li> <li>• Posts will include stall requests, the chosen charity, activities and stage acts.</li> </ul> <p>There was a brief discussion regarding Committee members volunteering at Summerfest. NF commented that it gives members a chance to engage with residents.</p> |  |

NF provided a communications update regarding observing LMC meetings:

- A communications plan was created.
- Videos were created with JH and NF to discuss committee and what it does.
- The videos were posted on the website and social media.
- No observers attended the first meeting.

NF advised that it is good to provide the opportunity to observe committee and, whilst no one took the offer, no negative reactions were received either.

NF provided a communications update regarding grounds maintenance:

- Posts on grounds maintenance have been published.
- The M&BG team have been introduced.
- Grounds maintenance tasks and weekly reports have been added to the website.
- Videos have been filmed with NF and the M&BG manager explaining grass cutting and reasons why it could be delayed.
- The team have received feedback from residents regarding areas not being looked after – these are not predominately BVT areas and have been reported to the relevant body.

NF provided a communications update regarding community activities:

- Communications have gone out to promote activities including Easter holiday activities, Incredible Edible, D-day commemorations, and cooking activities at Lawley Bank Court for people with dementia.
- Posts have been published around Citizens Advice running community outreach sessions at Lawley Community Hub.

AT left the meeting.

NF provided a brief update on community sessions booked at Lawley Community Hub:

- SENDIASS received grant funding from LPB to run sessions for children.
- In September midwives will be running antenatal classes on Wednesday evenings.

JH queried how this will affect the work life balance of BVT staff.

NF advised that it would be treated as a shift movement, so staff would start later because they would work later.

NF provided a communications update regarding community pages:

- The main Lawley Community Facebook page has seen post around ASB and Parking.

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|  | <ul style="list-style-type: none"> <li>• Telford &amp; Wrekin Police posted around incidents of ASB in Lawley Square, Yew Tree Moor, Newdale Halt and Newdale park e.g. vandalism and graffiti.</li> <li>• The BVT team have been working with the Police and have fed back that residents feel they don't respond.</li> <li>• Where possible the team will use their relationship with the Police to get answers.</li> <li>• There was a post about a young girl who had her shoes taken off her in Newdale Park which created a lot of response.</li> <li>• There have been posts around parking and a car only hit and run incident. These received responses about people needing to park on driveways and cars driving too fast in the village.</li> </ul> <p>There was a brief discussion about two separate car accidents in Lawley.</p> <p>There was a discussion regarding various parking issues in Lawley and the difficulties the Police and local entities have stopping them. For example, roads being unadopted.</p> <p>NF provided an update on the Lawley Design Guide Review:</p> <ul style="list-style-type: none"> <li>• There have been three meetings.</li> <li>• The working group have been looking to make it softer and easier to read.</li> <li>• Looking to use cases where Estate Officers have had problems with alterations because of the design guide's wording.</li> <li>• Looking to bring it to the September or October LMC working group (the amendments won't go to full committee).</li> <li>• The proposed revisions won't be controversially significant.</li> <li>• Once the text is reviewed it will be sent to graphic designers and be updated with new photos.</li> </ul> <p>NF advised that some of the design guide aspects under review include potentially allowing sale signs, changing the language around garden alterations, removing some of the language around enforcement, and colour codes.</p> <p>JH advised that he plans to introduce a green screen for the promotional videos.</p> |  |
|  | <p><b>AOB</b></p> <p>n/a</p>  |  |
|  | <p><b>DATE OF NEXT MEETINGS</b></p> <p><b>FORMAL MEETINGS</b><br/> 30<sup>th</sup> July 2024 – PR sent apologies.<br/> 5<sup>th</sup> November 2024</p> <p><b>WORKING GROUP MEETINGS</b><br/> 3<sup>rd</sup> September 2024</p>   |  |

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|  | 1 <sup>st</sup> October 2024 (Comms Sub-group)<br>3 <sup>rd</sup> December 2024 |  |
|  | <b>The meeting closed at 19:22</b>  |  |
|  | <p>..... Chair</p> <p>..... Date</p> <p>..... Secretary</p> <p>..... Date</p>   |  |

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