



**BOURNVILLE VILLAGE TRUST
LAWLEY MANAGEMENT COMMITTEE**

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

A G E N D A

- | | | |
|--|--------------|---------------|
| 1. INTRODUCTIONS AND APOLOGIES | CHAIR | 6.00pm |
| 2. DECLARATIONS OF INTEREST
Member to declare interests with any items <u>specifically on this agenda.</u> | CHAIR | 6.01pm |
| 3. MINUTES
To receive and APPROVE the Minutes of the meetings held on:
• Tuesday 30th April 2024 | CHAIR | 6.02pm |
| 4. MATTERS ARISING/OUTSTANDING ACTIONS
To receive updates on outstanding actions from the previous Minutes (attached) | CHAIR | 6.05PM |

ITEMS FOR DECISION

- | | | |
|---|-----------|---------------|
| 5. LAWLEY COMMUNITY HUB RE-DESIGN
To receive a report (attached) | NF | 6.15pm |
| 5A. END OF YEAR ACCOUNTS – 2023
To receive a report (attached) | TR | 6.30PM |

ITEMS FOR DISCUSSION

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



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

ITEMS FOR NOTING

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

FORMAL MEETINGS

5th November 2024

WORKING GROUP MEETINGS

3rd September 2024

1st October 2024 (Comms Sub-group)

3rd December 2024

CONFIDENTIAL ITEMS

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



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

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

	Committee NOTED the declaration.	
020/24	<p>MINUTES</p> <p>JH tabled the minutes of the 6th 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 APPROVED the minutes of the meeting held on the 6th February 2024 as a true and accurate reflection.</p>	
021/24	<p>MATTERS ARISING/OUTSTANDING ACTIONS</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"> • <u>Action A007/24 (Communication Calendar / List)</u> – DC will work on this and bring it to the next Communications Sub-group. • <u>Action 015/24 (BVT Email Addresses for Resident Members)</u> – completed. • <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. • <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. • <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. 	

	<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 APPROVED AND NOTED the Outstanding Actions Schedule</p>	
ITEMS FOR DECISION		
<p>022/24</p>	<p>TERMS OF REFERENCE AND ELECTIONS</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.

	<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 APPROVED 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 APPROVED Organisation 2 as their appointment to administer the ballot process for the resident committee member places.</p>	
023/24	<p>ELECTION OF COOPTEE(S) 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 AGREED that Emily Bryan and Garf Parker be co-opted to LMC until the November 5th 2024 meeting.</p>	
<u>ITEMS FOR DISCUSSION</u>		
024/24	<p>QUARTERLY PERFORMANCE REPORT</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>	

	<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 NOTED the report.</p>	
<p>025/24</p>	<p>QUARTERLY FINANCIAL REPORT</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 & 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>

	<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 NOTED the report.</p>	TR
026/24	<p>ESTATES AND STEWARDSHIP UPDATE</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>	

	<p>GW queried how M&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 NOTED the report.</p>	
<p>027/24</p>	<p>COMMITTEE MEMBER ITEMS None were received.</p>	
<p>028/24</p>	<p>COMMITTEE EFFECTIVENESS REVIEW ACTION PLAN</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 NOTED the update.</p>	<p>NF</p>
<p>029/24</p>	<p>LAWLEY PARTNERSHIP BOARD UPDATE</p>	

	<p>TR gave a verbal update on the Lawley Partnership Board.</p> <ul style="list-style-type: none"> • The last approved business case was for bollards on the Lawley Village Green submitted by Lawley & Overdale Parish Council (LOPC). • The Neighbourhood Action Plan is 97% completed – a survey will be done to look for priorities to make up a new action plan. • The Board's administration and running is currently done by BVT's stewardship team. • There have been proposals for it to be run differently – more will be known at the next meeting. <p>LL advised that the bollards are a Telford & Wrekin Council asset and LOPC have supported it with the Lawley Partnership Board.</p> <p>Committee NOTED the update.</p>	
<u>ITEMS FOR NOTING</u>		
030/24	<p>APPEAL NOTES</p> <p>No appeals have been heard during the reporting period.</p> <p>Committee NOTED the update.</p>	
031/24	<p>MEETING PLAN 2024</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 NOTED the meeting plan.</p>	
032/24	<p>ANY OTHER BUSINESS</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 RECOMMENDED 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
033/24	<p>DATE OF NEXT MEETING</p> <p>Formal meetings: 30th July 2024 5th November 2024</p>	

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

MIN	TOPIC	ACTION	Action Owner	PROGRESS
	ACTION FROM LMC 30th April 2024			
032/24	Committee Training Course Modules	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 rd December agenda.
028/24	Committee Online Training Courses	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	Complete.
025/24	Resident Association Fund	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	Budgeted Interest Rate	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	Interest on Funds	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

	ACTION FROM COMMUNICATIONS GROUP 2nd April 2024			
A007/24	Communication Calendar / List	DC to create a communications calendar and a list of all the communications that highlights what Group can get involved in.	DC	30/7/24 - NF & DC discussed – to be discussed at the next Comms Working Group
	ACTION FROM LMC 6th February 2024			
015/24	BVT Email Addresses for Resident Members	To speak to HP to see if resident Committee members could have BVT email addresses	NF	All members have BVT email addresses now. Contact NF if issues arise. Complete
	ACTIONS FROM WORKING GROUP 18th April 2023			
A008/23	Online Eileen Hewer Fund Applications	TR to investigate having an online portal for application forms.	TR	Review planned in Q3-4 2024
A009/23	EHF Criteria, Pre-Selection, & Small Grants Discretion	TR/NF to look at the criteria, the standing order process, and grant thresholds.	TR/NF	Review planned in Q3-4 2024
	ACTIONS FROM LMC 7th February 2023			
018/23	Collapsible Bollards	Collapsible bollards to be revisited as part of the Design Guide Review	NF	Defer to Design Guide review until 2024 30/7/24 – DG review planned for September Working Group.

	ACTIONS FROM LMC 8th November 2022			
067/22	Ground Rent	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.
	ACTIONS FROM LMC 15th February 2022			
011/22	Committee Member Guidance	TR to include committee member guidance in the learning paper and processes following the Redacted – Private address appeal.		19 th July Appeals process reviewed and discussed learning. New procedure to be drafted and presented – deferred to Q2 2024 Further deferred to 2025

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



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.

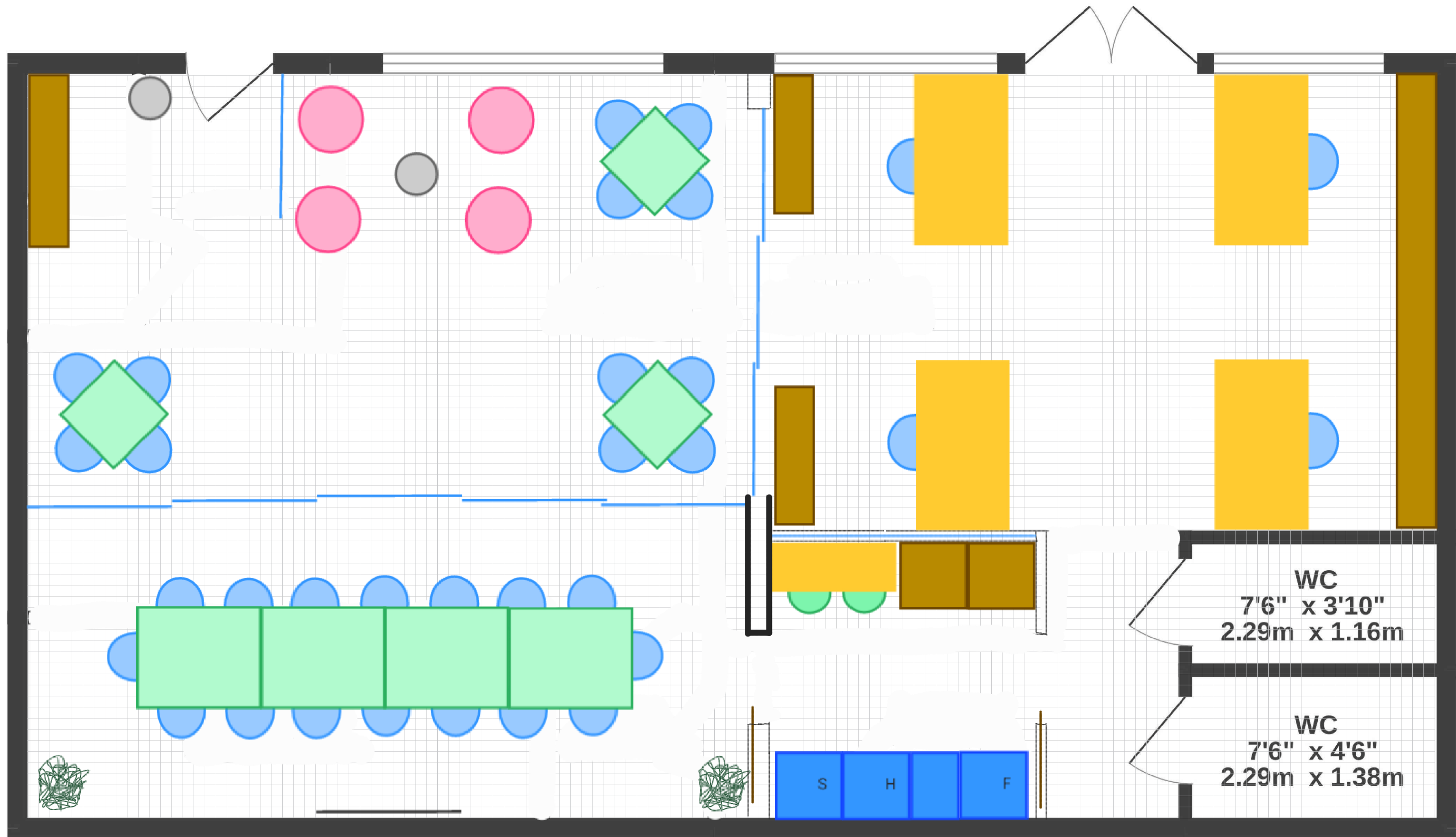
The plans align with what the team believe would be the most adaptable use of the space which would be to the advantage of all users and also maximise the potential income to help offset the costs of the Hub and offer best value for money to all of the residents of Lawley.

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.

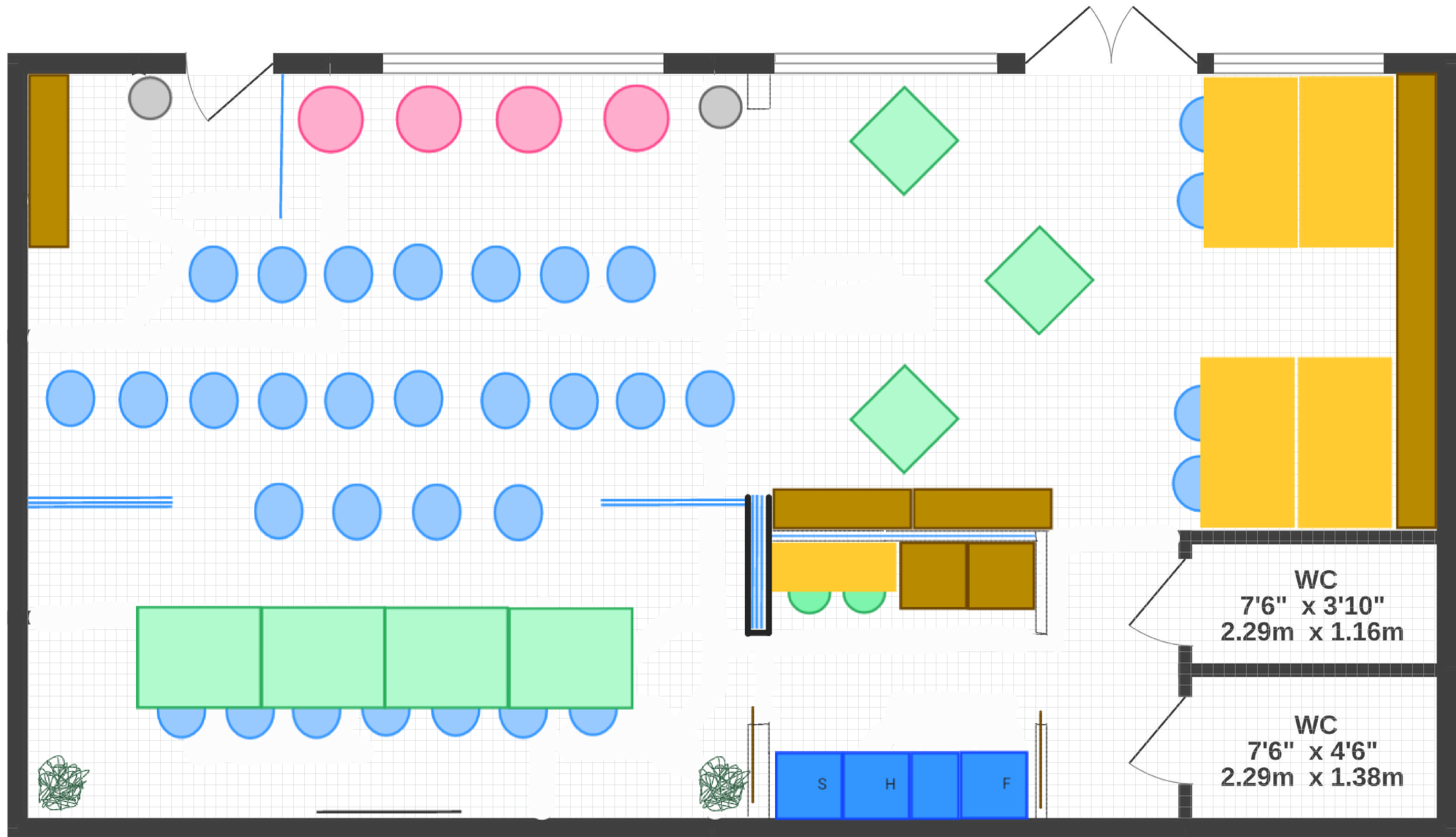
The cost to produce the plans and costings will be no more than £1000.



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

Lawley Management Committee	
Date	30th July 2024
Item 5a	END OF YEAR ACCOUNTS (2023)
Author	Tracey Rowe Head of Estates and Stewardship
Contact Details	traceyrowe@bvt.org.uk 0121 667 1153



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 th November 2022, to cover predicted deficit 2023 budget	£27,431
Approved at LMC Meeting 9 th 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
Total expected draw down from Infrastructure fund	£101,072
Actual draw down from the Community Infrastructure fund for 2023	£97,300

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
Community Charge Income					
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>	Total Income	<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>	Total Other Income	<u>2,000</u>	<u>11,804</u>	
706,462	617,806	Net Turnover	617,806	700,826	
Expenditure					
(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>	Total Expenditure	<u>(617,806)</u>	<u>(700,826)</u>	
(37,438)	0	Potential Underspend / Overspend	0	0	
LAWLEY ESTATES OPERATIONAL BUDGET					
Estate Management					
(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>	Total Estate Management Costs	<u>(318,481)</u>	<u>(339,120)</u>	
Estate Caretaking					
(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>	Total Estate Caretaking Costs	<u>(60,296)</u>	<u>(55,349)</u>	
Community Development					

(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>	Total Community Development	<u>(67,547)</u>	<u>(66,691)</u>
		Office Running Costs		
(4,979)	(4,852)	Apportionment of CTH Office Costs	(4,852)	(4,979)
<u>(4,979)</u>	<u>(4,852)</u>	Total Office Running Costs	<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>	Total Operational Expenditure	<u>(518,851)</u>	<u>(533,814)</u>
<u>162,589</u>	<u>98,955</u>	Net Surplus to Fund the Below Funds	<u>98,955</u>	<u>167,012</u>
		WEAR AND TEAR FUND		
		Income		
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>	Total Income	<u>86,455</u>	<u>940,275</u>
		Expenditure		
0	0	Project Fees	0	0
0	0	Capital Expenditure	0	0
<u>0</u>	<u>0</u>	Total Capital Expenditure	<u>0</u>	<u>0</u>
<u>906,289</u>	<u>906,289</u>	Closing Balance	<u>86,455</u>	<u>940,275</u>
		EILEEN HEWER COMMUNITY PROJECTS FUND		
		Income		
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>	Total Income	<u>0</u>	<u>30,059</u>
		Expenditure		
(7,500)	(7,500)	Grant Funding	0	(5,059)
<u>(7,500)</u>	<u>(7,500)</u>	Total Capital Expenditure	<u>0</u>	<u>(5,059)</u>
<u>25,000</u>	<u>25,000</u>	Closing Balance	<u>0</u>	<u>25,000</u>
		COMMUNITY INFRASTRUCTURE FUND		
		Income		
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>	Total Income	<u>0</u>	<u>290,861</u>
		Expenditure		
(101,072)	(27,431)	Capital Expenditure	(27,431)	(97,300)
<u>(101,072)</u>	<u>(27,431)</u>	Total Capital Expenditure	<u>(27,431)</u>	<u>(97,300)</u>
<u>179,100</u>	<u>252,741</u>	Closing Balance	<u>(27,431)</u>	<u>193,561</u>
		RESIDENTS ASSOCIATION FUND		

5,000	5,000	Income		
5,000	5,000	Opening Balance	0	5,000
		Transfer from Community Charge	0	0
10,000	10,000	Total Income	0	5,000
		Expenditure		
(5,000)	(5,000)	Grant Funding	0	0
(5,000)	(5,000)	Total Capital Expenditure	0	0
5,000	5,000	Closing Balance	0	5,000

LAWLEY MANAGEMENT COMMITTEE	
Date	30 th July 2024
Item 6	Quarterly Financial Report Quarter 2 2024
Author	Tracey Rowe Head of Estates and Stewardship
Contact Details	traceyrowe@bvt.org.uk 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
Community Charge Income						
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	
761,653	761,653	Total Income	648,159	630,088	635,073	
2,000	2,000	Grants & Donations	1,000	1,700	1,700	
10,000	10,000	Other Income	5,000	0	6,656	
12,000	12,000	Total Other Income	6,000	1,700	8,356	
773,653	773,653	Net Turnover	654,159	631,788	643,429	
Expenditure						
(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	
(773,653)	(773,653)	Total Expenditure	(289,267)	(103,254)	(263,816)	
0	0	Potential Underspend / Overspend	364,892	528,534	379,613	
LAWLEY ESTATES OPERATIONAL BUDGET						
Estate Management						
(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	
(411,057)	(411,057)	Total Estate Management Costs	(196,143)	(63,712)	(171,844)	
Estate Caretaking						
(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)	
(64,785)	(64,785)	Total Estate Caretaking Costs	(33,901)	(15,215)	(33,174)	
Community Development						
(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)	
(10,870)	(10,870)	Community Development & Involvement Activities	(3,050)	(1,429)	(1,942)	

(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>	Total Community Development	<u>(44,723)</u>	<u>(18,164)</u>	<u>(41,889)</u>
		Office Running Costs			
(29,000)	(29,000)	Lawley Community Hub Running Costs	(14,500)	(6,162)	(16,910)
<u>(29,000)</u>	<u>(29,000)</u>	Total Office Running Costs	<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>	Total Operational Expenditure	<u>(289,267)</u>	<u>(103,254)</u>	<u>(263,816)</u>
<u>90,422</u>	<u>90,422</u>	Net Surplus to Fund the Below Funds	<u>364,892</u>	<u>528,534</u>	<u>379,613</u>
		WEAR AND TEAR FUND			
		Income			
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>	Total Income	<u>0</u>	<u>906,289</u>	<u>906,289</u>
		Expenditure			
0	0	Project Fees	0	0	0
0	0	Capital Expenditure	0	0	0
<u>0</u>	<u>0</u>	Total Capital Expenditure	<u>0</u>	<u>0</u>	<u>0</u>
<u>984,211</u>	<u>984,211</u>	Closing Balance	<u>0</u>	<u>906,289</u>	<u>906,289</u>
		EILEEN HEWER COMMUNITY PROJECTS FUND			
		Income			
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>	Total Income	<u>0</u>	<u>25,000</u>	<u>25,000</u>
		Expenditure			
(7,500)	(7,500)	Grant Funding	0	(6,211)	(9,271)
<u>(7,500)</u>	<u>(7,500)</u>	Total Capital Expenditure	<u>0</u>	<u>(6,211)</u>	<u>(9,271)</u>
<u>25,000</u>	<u>25,000</u>	Closing Balance	<u>0</u>	<u>18,789</u>	<u>15,729</u>
		COMMUNITY INFRASTRUCTURE FUND			
		Income			
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>	Total Income	<u>0</u>	<u>182,872</u>	<u>182,872</u>
		Expenditure			
0	0	Capital Expenditure	0	(837)	0
<u>0</u>	<u>0</u>	Total Capital Expenditure	<u>0</u>	<u>(837)</u>	<u>0</u>
<u>182,872</u>	<u>182,872</u>	Closing Balance	<u>0</u>	<u>182,036</u>	<u>182,872</u>
		RESIDENTS ASSOCIATION FUND			
		Income			
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>	Total Income	<u>0</u>	<u>5,000</u>	<u>5,000</u>
		Expenditure			
(5,000)	(5,000)	Grant Funding	0	(353)	(365)
<u>(5,000)</u>	<u>(5,000)</u>	Total Capital Expenditure	<u>0</u>	<u>(353)</u>	<u>(365)</u>
<u>5,000</u>	<u>5,000</u>	Closing Balance	<u>0</u>	<u>4,647</u>	<u>4,635</u>

Lawley Management Committee	
Date	30th July 2024
Item 7	Estates & Stewardship Update
Author	Nick Freeman
Contact Details	nicholasfreeman@bvt.org.uk 07813 102 551



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 1st 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 2nd 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

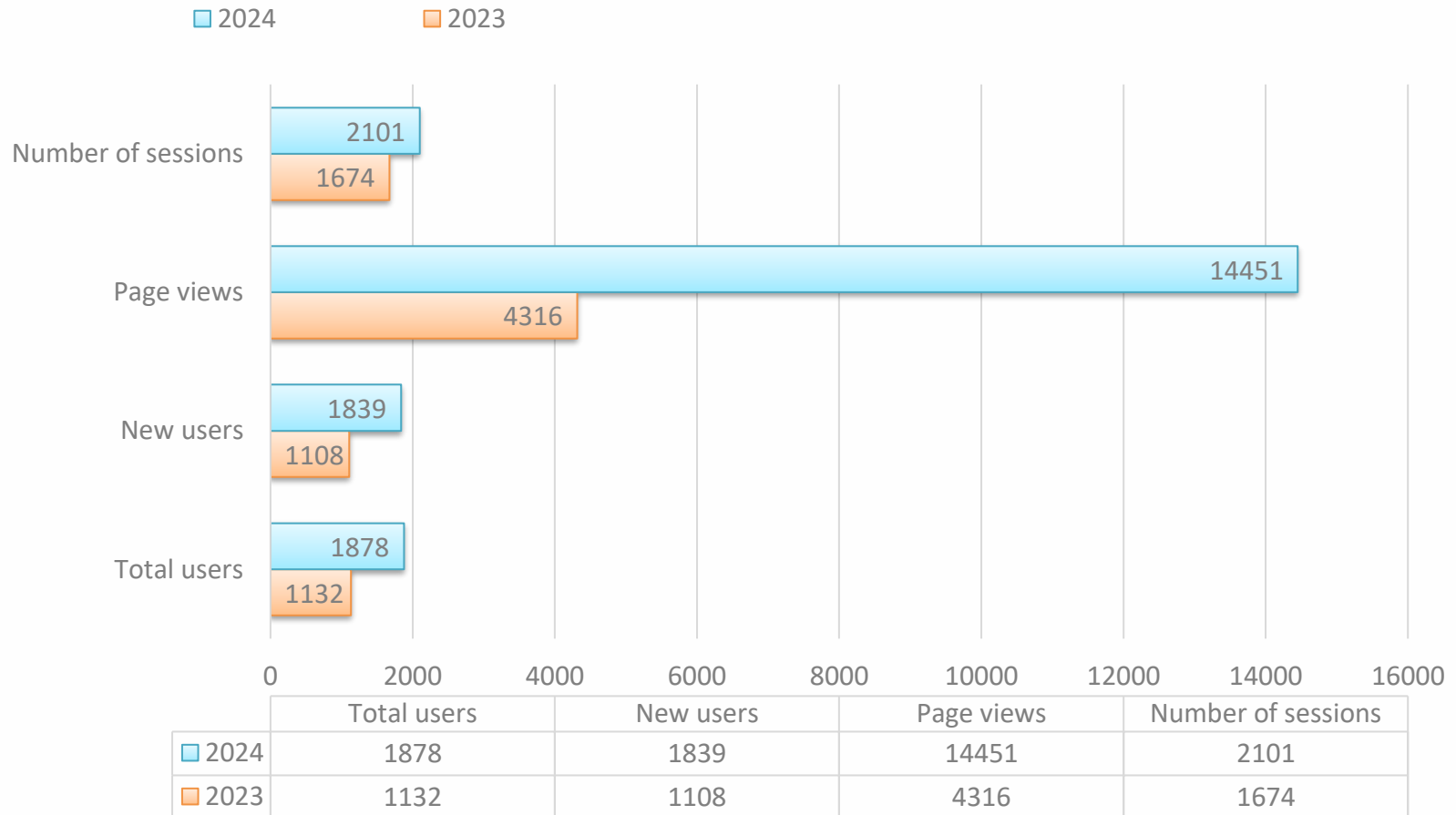
Off-line	On-line
In-view (quarterly tenant newsletter)	On-line newsletter (bi-monthly)
News releases/Radio interviews	Website
Mass/individual letters/emails/calls	Social media
Posters	Internal – Staff Bulletin
Flyers	Internal - Intranet
Face to face	
Newsletters	

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.

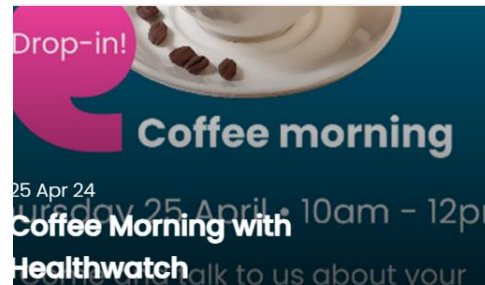
Top 10 website pages visited

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.

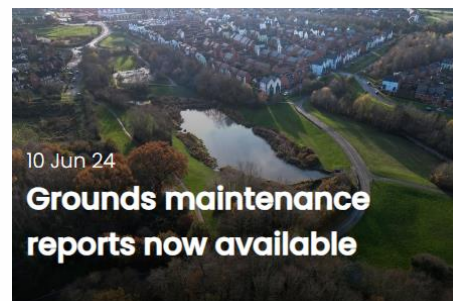
BVT Lawley website

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.

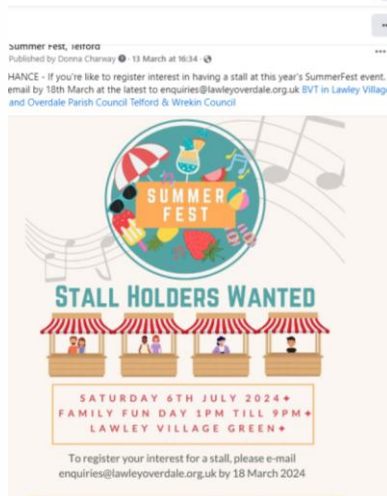
Traffic acquisition (based on new users)

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/. 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 / www.facebook.com/BVTLawleyVillage/ and www.bvtlightmoorvillage.org.uk / 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



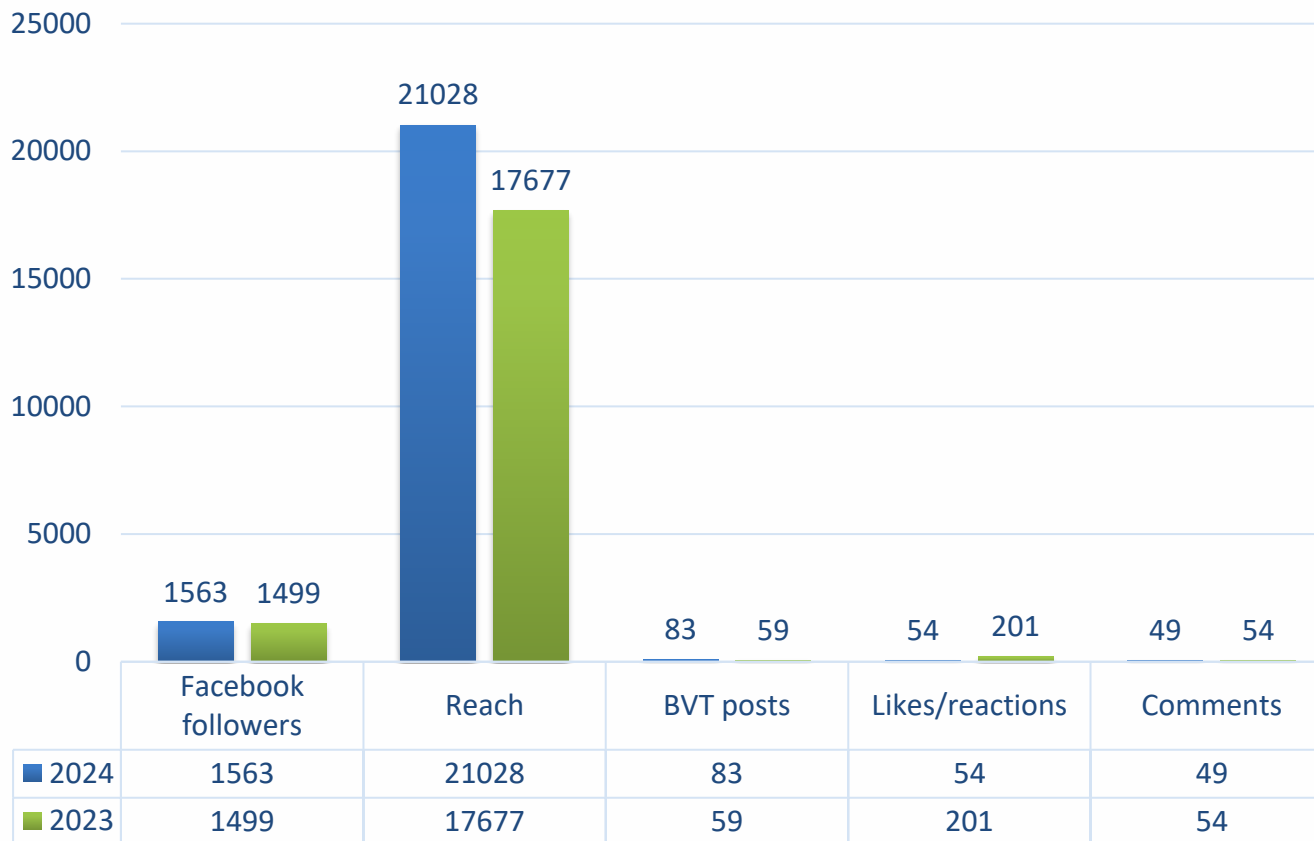
Away days for Birmingham teams



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

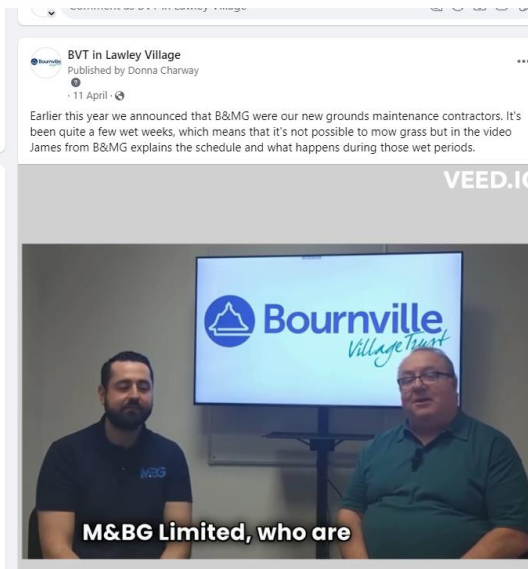
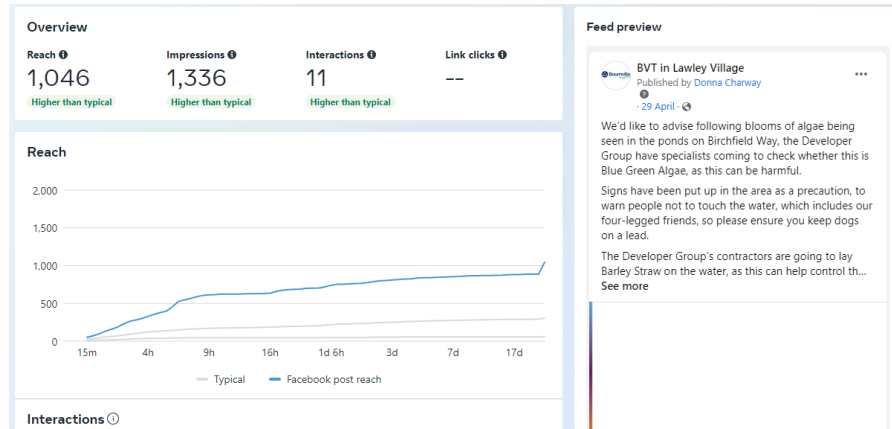


- There is still a steady increase in the number of followers for our Facebook page.
- A higher number of posts has resulted in a higher reach. There have been fewer positive interactions but equally less negative comments too.

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.

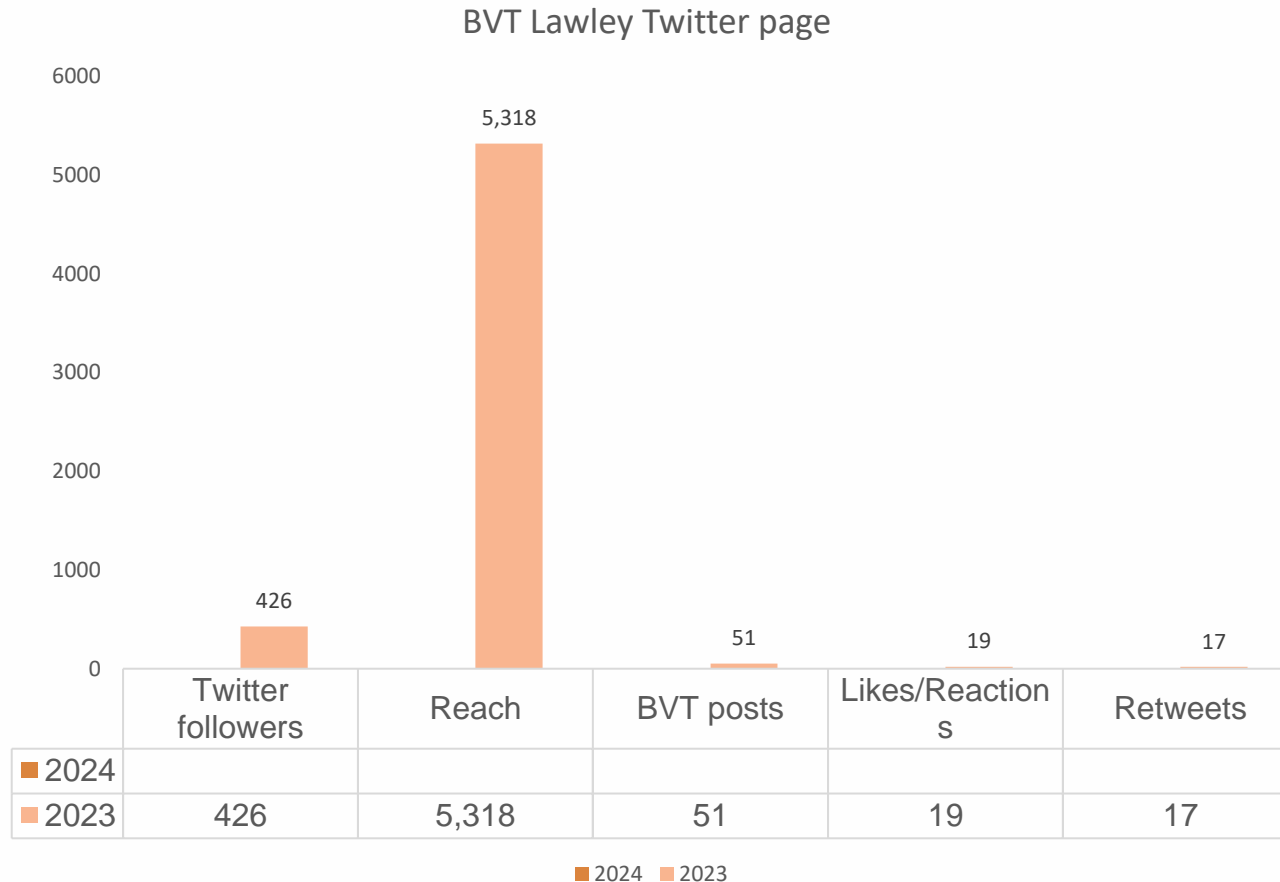
Facebook direct messages

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.

Lawley Management Committee	
Date	30th July 2024
Item 8	Quarterly Performance Report
Author	Nick Freeman
Contact Details	Nicholasfreeman@bvt.org.uk 07813 102 551



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:

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

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.

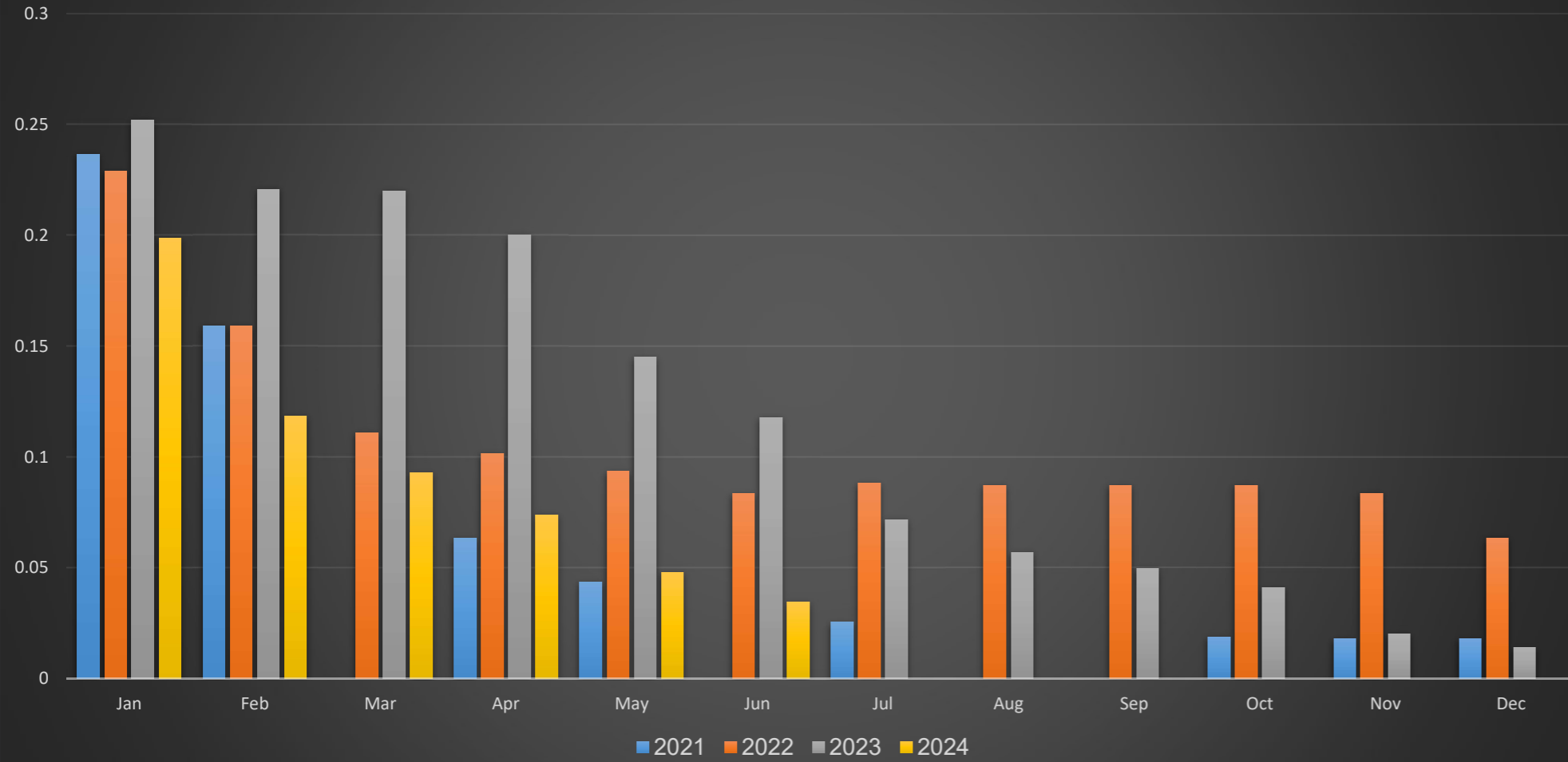
The team also engage with other residents, both formally and informally, to capture the customer voice and experience and act upon it.

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

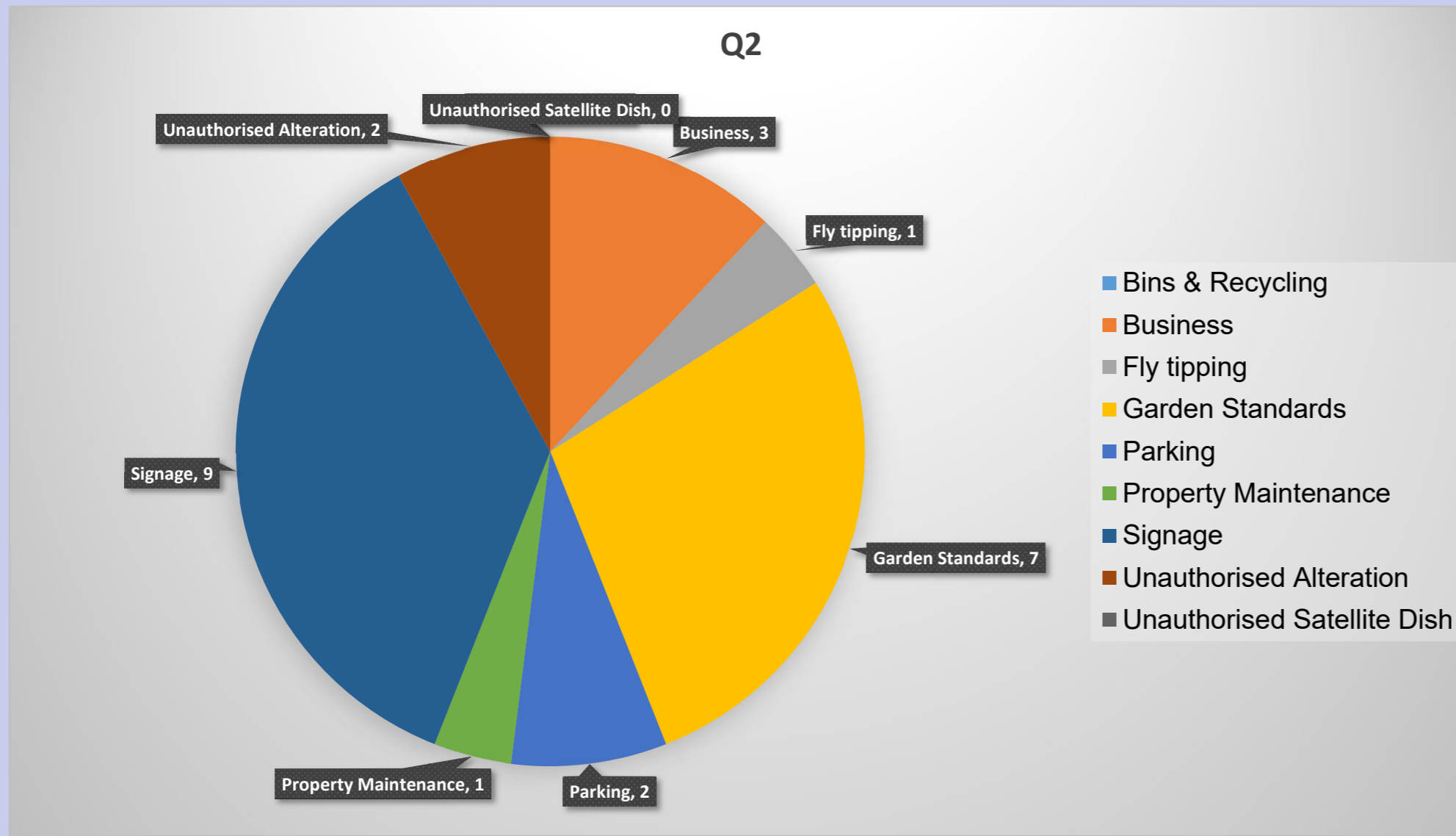


Charges

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

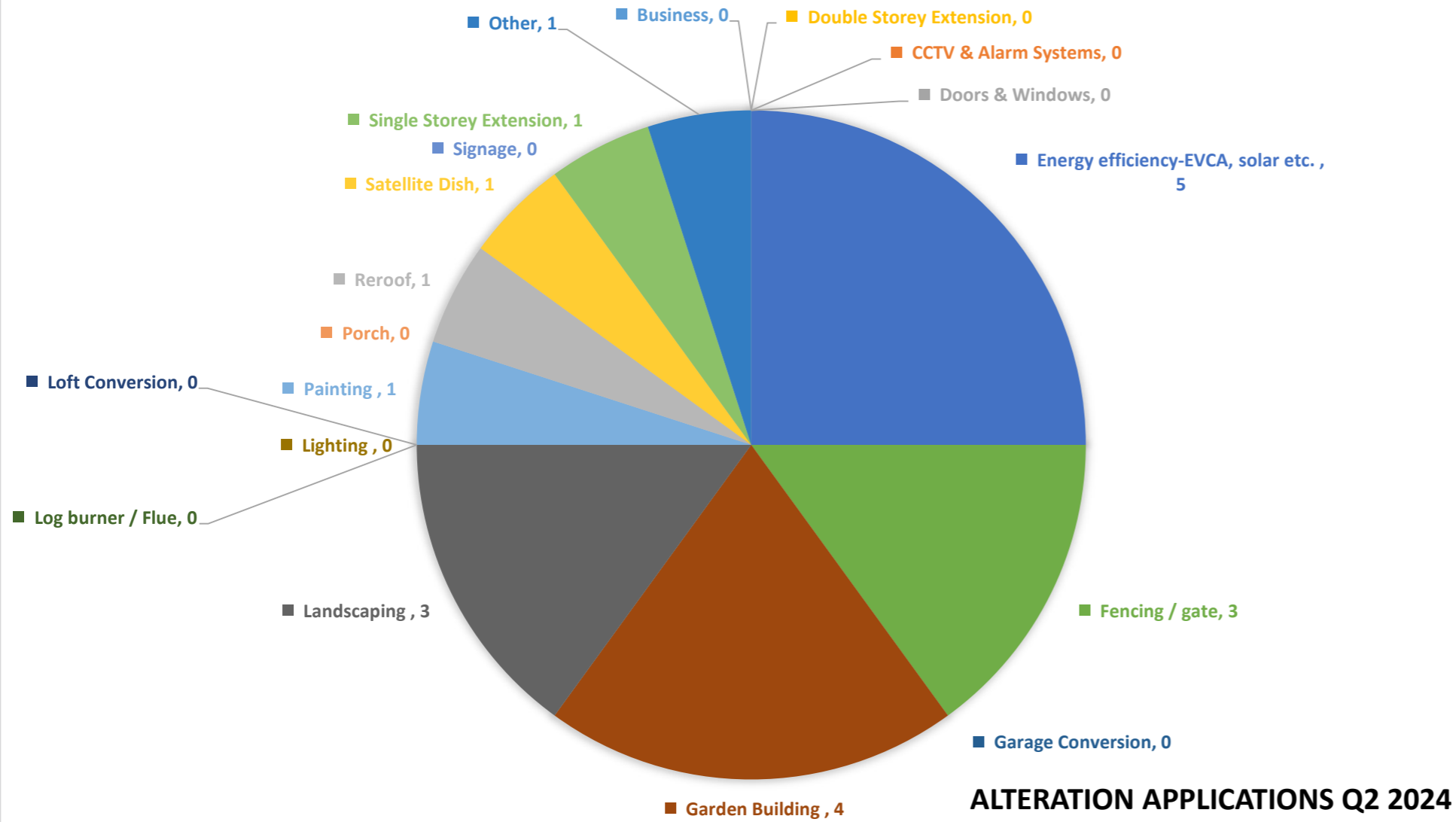
There were 25 recorded breaches in Q2.

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



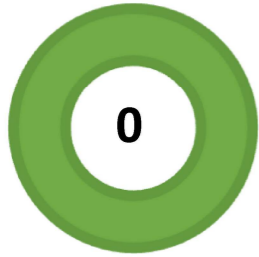
Alterations

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

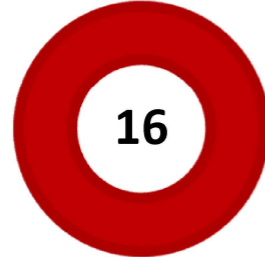
No appeals were received in Q2, this continues to demonstrate that the free pre-application advice means that the vast majority of applications are compliant prior to submission.

Estate Management & other indicators Dashboard

Number of RIDDOR reports in 2024



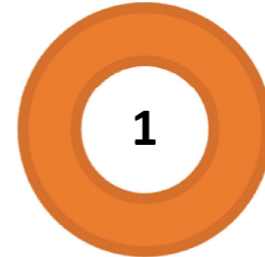
Number of Estate Inspections completed Qtr. 2



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.

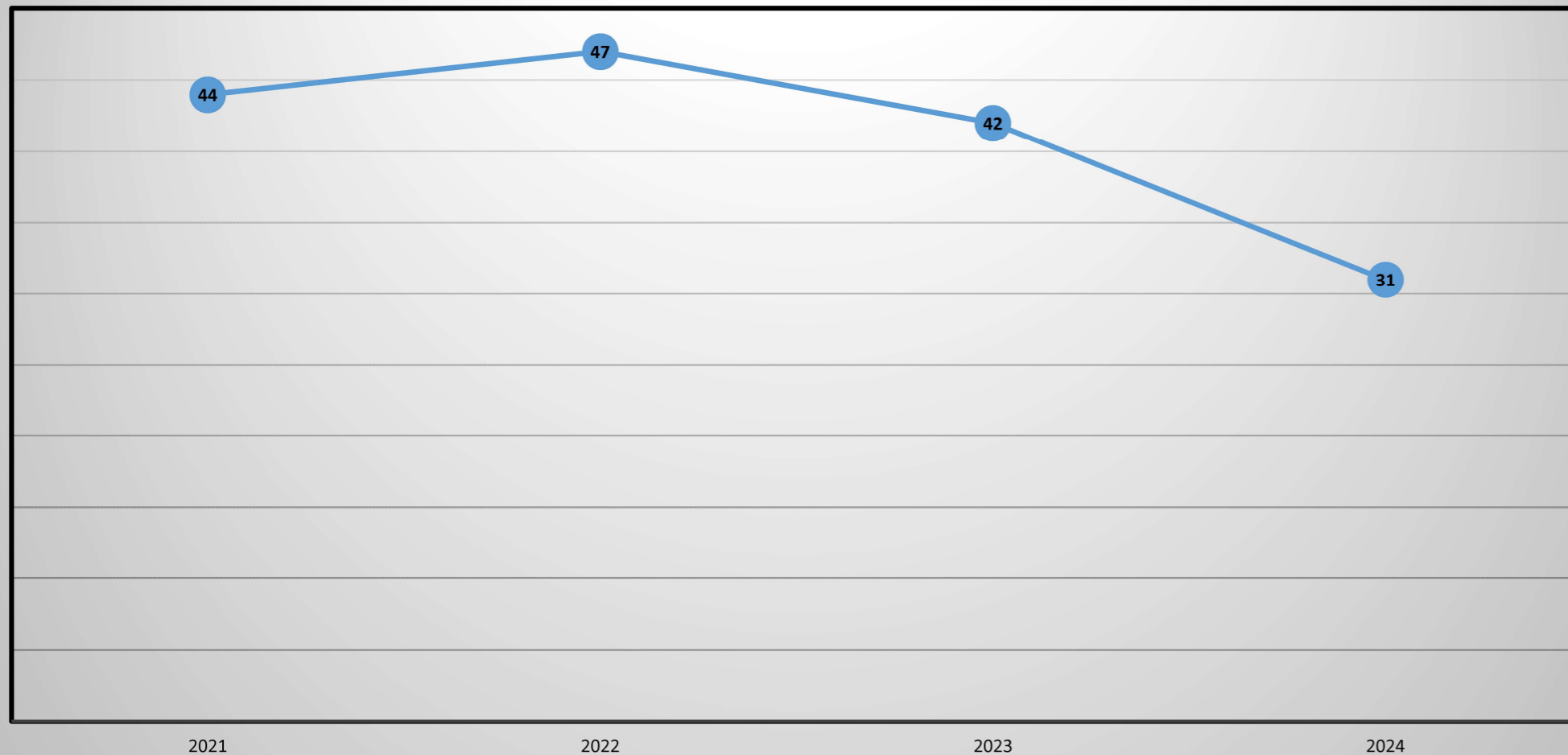
The E&S Manager has introduced an interim regime during the Estate Officer recruitment process where Caretakers and the Manager will also complete the formal recording of visits as these have not been captured in the statistics presented (June had 100% completion once this regime was in place).

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.

Lawley Management Committee	
Date	30th July 2024
Item 9	Community Development & Partnerships Update
Author	Lin Powell
Contact Details	lindseypowell@bvt.org.uk 07702894540



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.



Matt from Citizens Advice on one of his outreach visits



- 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.



- 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

Meet Pam Warhurst, CEO of Incredible Edible

CONTACT US

info@bournville.org.uk

www.bournville.org.uk

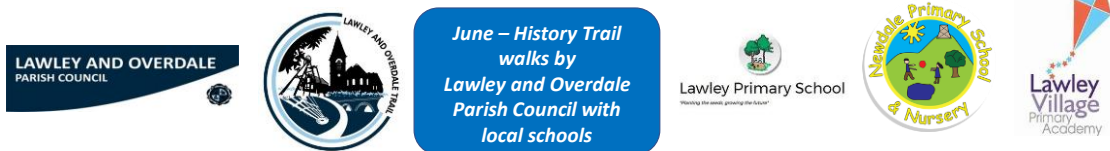


- We are continuing to work with partners to develop the Incredible Edible Network. BVT colleagues went to Porthmadog to meet Incredible Edible members, who have the scheme up and running (5.6.24). With some staff from Telford and Birmingham attending. (4 BVT staff, 3 mentors and 3 children at the sustainability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

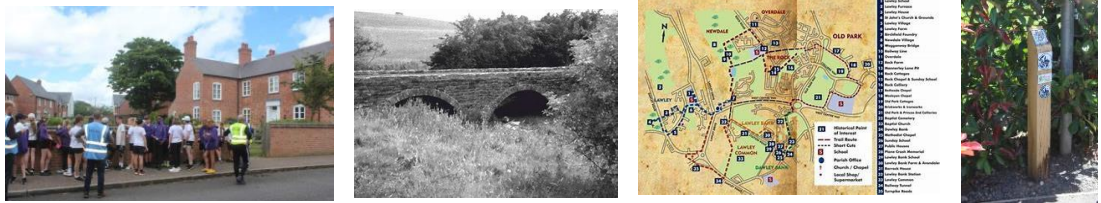


- LP has been developing partnerships with PODs and SEND IASS who are disability support charities and services, they will be helping us to make our Children's Holiday Activities more accessible, we will be supporting them with local connections in the community and the charity fundraising events are 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.

- A sizeable partnership project, which is nearing completion, is the Interpretation Boards, History Trail and bench installations. This has been funded through a variety of channels including LPB, Green Spaces Are Go grants and TWC Coronation Legacy Funding. TWC, LOPC and BVT have worked to installed 3 new noticeboards (by request of the Sounding Group), 13 new benches for the walking routes and 5 lectern-style map boards, 30 way markers with QR codes linking to the History Trail LOPC webpages, 3 new micro Community Orchards, 5 living Christmas trees and 2 Nature Interpretation Boards with the help of Shropshire Wildlife Trust. Local schools have engaged in the walking tours with LOPC. See photos below. There will be an official launch event soon with partners. The wider aims of these installations is to get people outside and enjoying our open spaces and to learn some history or science while doing so. In addition our local history has been captured and using new digital technology it is ready for residents to engage with and promotes healthy lifestyles.



June – History Trail walks by Lawley and Overdale Parish Council with local schools



Newdale Pool

What lives here?



Check for the wildlife information board in green in this area in the following areas:
Barnhill Farm, Old Mill, Wood Lane, Mill Lane, and Green Lane. The Wildlife Trust has been working with the following partners:
Lawley Partnership Board



June – Nature Interpretation Boards installed in Lawley with grant funding from Lawley Partnership Board and Green Spaces Are Go



Village Green

What lives here?



Check for the wildlife information board in green in this area in the following areas:
Lawley Farm, Old Mill, Wood Lane, Mill Lane, and Green Lane. The Wildlife Trust has been working with the following partners:
Lawley Partnership Board

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 80th 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 80th 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 80th 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

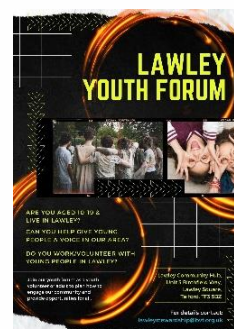
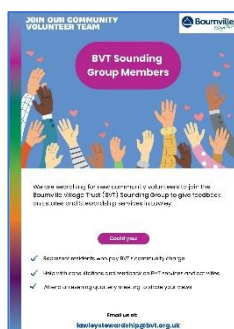
- Lawley Arts and Crafters Network – We have run the Lawley Community Art project as a part of the Lawley Arts and Crafters Network. This was for residents and community participants to design a white square, which will be displayed together as an art installation. New artists have engaged with the hub 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 80th 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

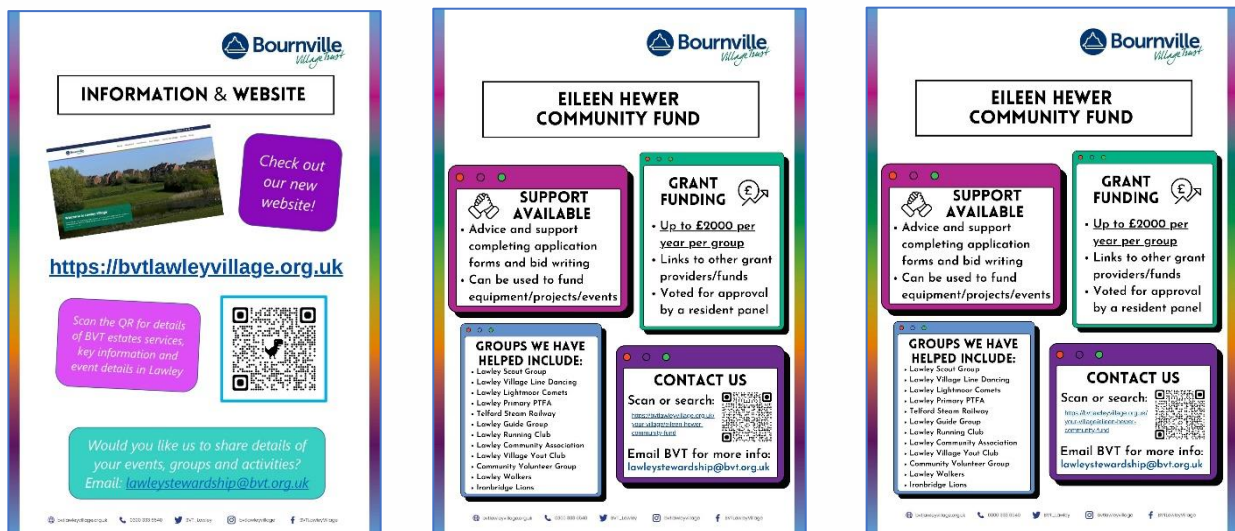
- Summerfest took place on Saturday 6.7.24 on the Village Green in Lawley. A full report will be detailed in the next quarterly report.
- July sees the start of the Children’s Holiday Activities, which will include over 65 activities and a showcase of the local green open spaces for parks week.

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.

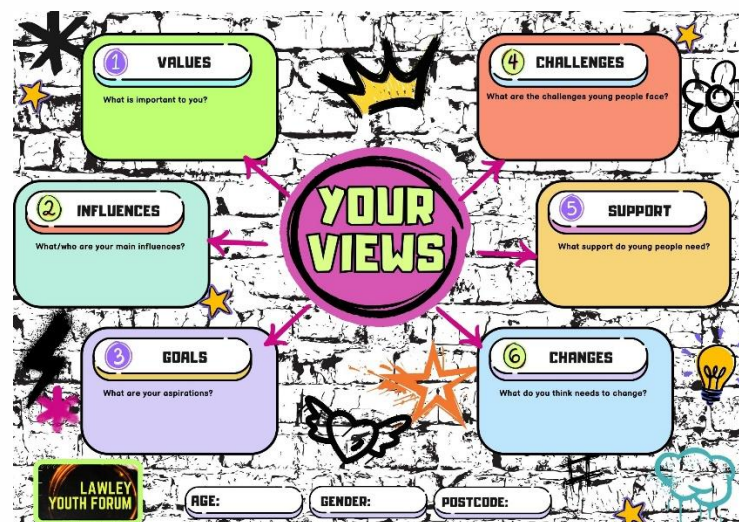
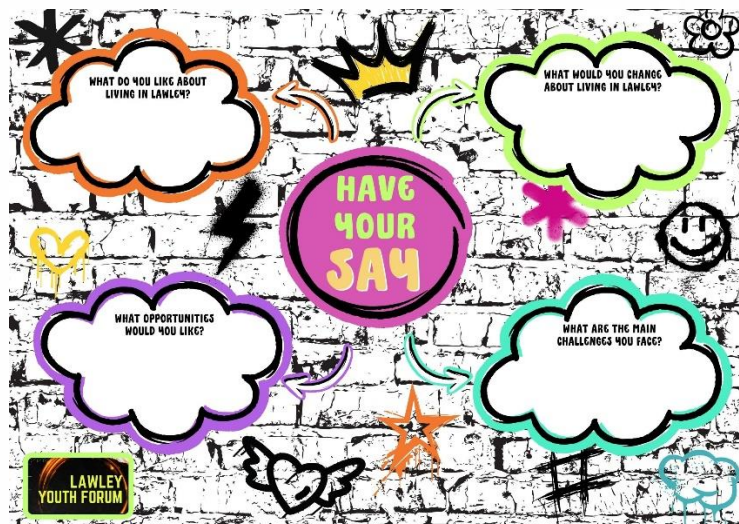
BVT Corporate

- 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 24th July. Case studies included for reference. See Appendix B.



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..

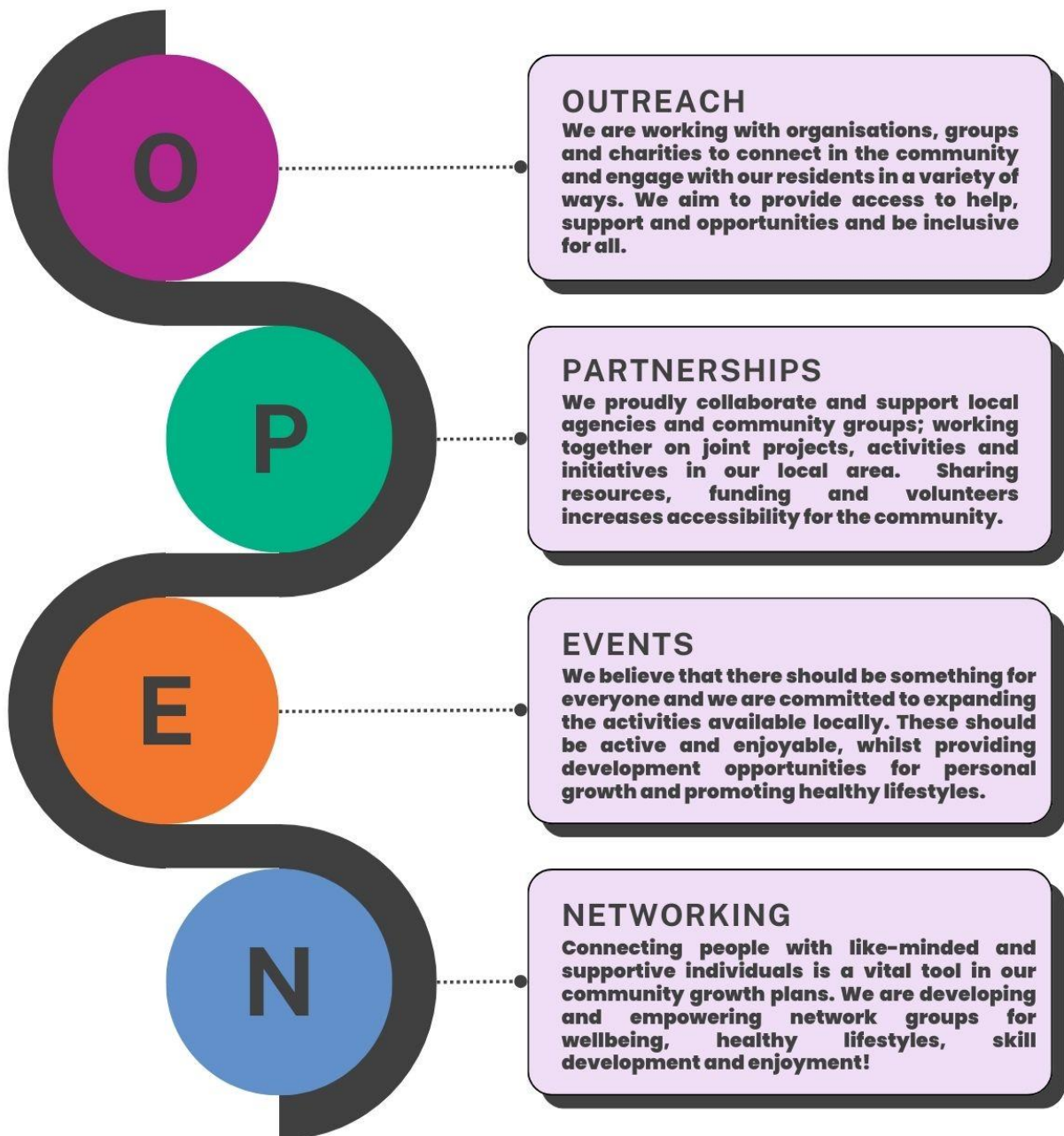
Outreach Case Study - Citizens Advice Outreach at Lawley Community Hub

Partnerships Case Study - Virtual Noticeboard for Lawley Community Partners

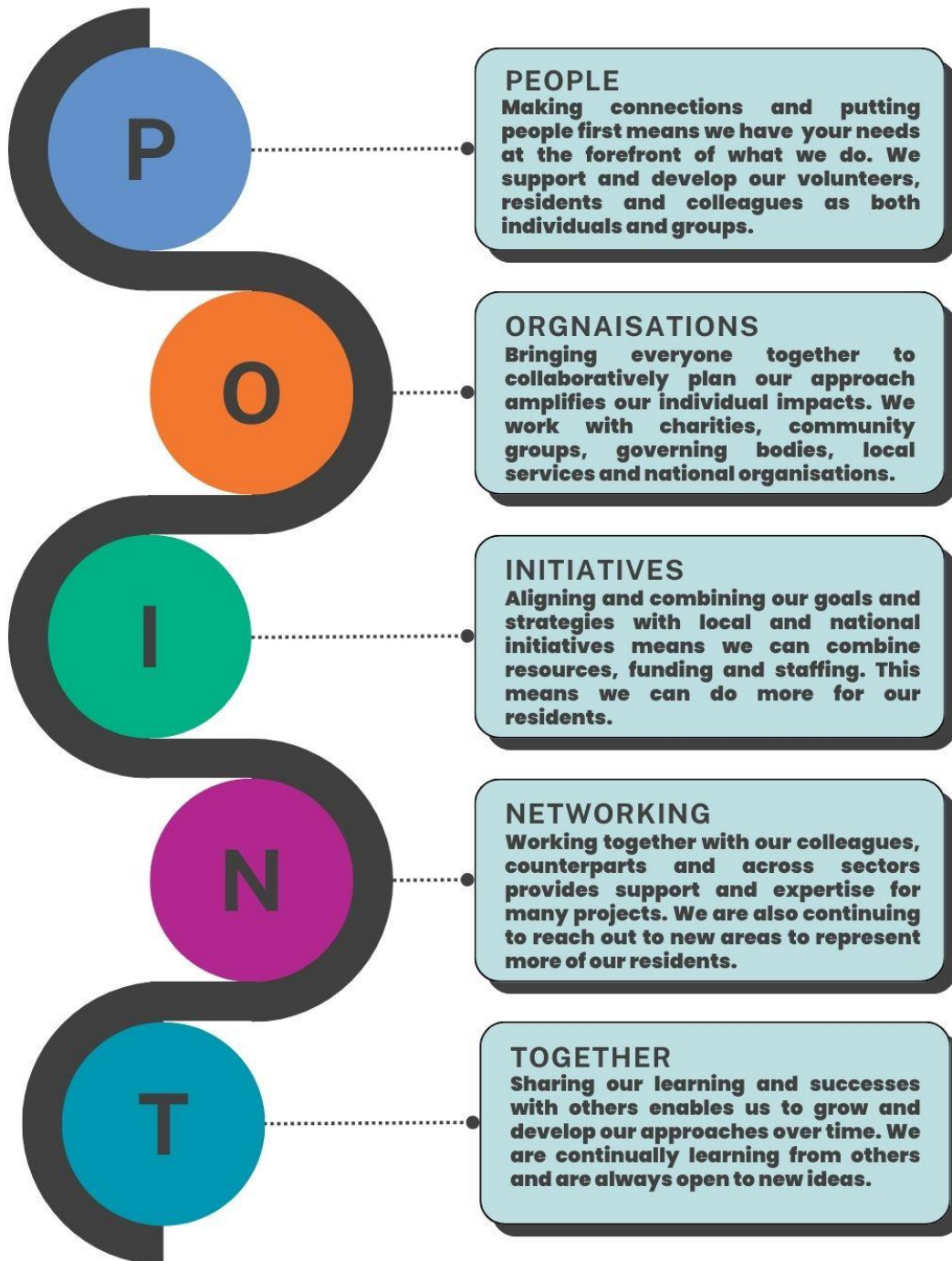
Events Case Study - Children's Holiday Activities for Lawley, Lightmoor Village and Overdale

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

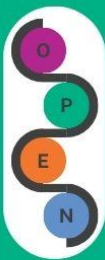
Our **OPEN** Approach to Community Development



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.

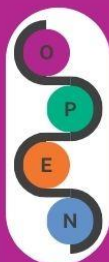
Each edition features different groups and themes to suit the upcoming interests such as half-term activities, fireworks safety and photos of recent events. There are distinct sections to match the needs of our residents and to ensure representation and inclusivity. These include Armed Forces, Carers, 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.

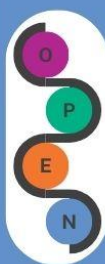
One of the residents who participated said "We wouldn't have been able to move forward without your help, thank you Matt.. We've been trying to see someone from CAB for ages, but I struggle to get to Wellington." Having the community hub in such a central location has a notable impact on our residents 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 80th 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 7th 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
9th January 2024	Working Group Meeting				
		1	Lawley Partnership Board (LPB) Future Arrangements (Presentation)	NF	Completed
		2	LCA Representation Update (Verbal Update)	Chair	Completed
		3	2024 Meeting Planner	TR	Agreed
6th February 2024	Quarterly LMC Meeting				
		1	Introductions & apologies	JH	
		2	Declarations of Interest	JH	
		3	Minutes of 28 th 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	

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

2nd July 2024	Customer Communications Sub-Group				
		1	Receive Briefing on Q2 comms	DC	
		2	Planned Comms Activity Q3 and beyond	DC/NF	
		3	30 Year Financial Plan	PR	
30th July 2024	Quarterly LMC Meeting				
		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	
2nd September	Working Group Meeting				
		1	Design Guide Proposals	NF/NK/GW	
1st October 2024	Customer Communications Sub-Group				
		1	Receive Briefing on Q3 comms	DC	
		2	Planned Comms Activity Q4 and beyond	DC/NF	
5th November 2024	Quarterly LMC Meeting				
		1	Agenda TBC		

Agenda Item 12
 Lawley Management Committee
 30th July 2024
 LMC Meeting Plan 2024



3rd December 2024	Working Group Meeting				
		1	Online Training Review		

ITEMS FOR INCLUSION IN AGENDAS/WORKING GROUPS

ITEM	LEAD	Comments
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.