



**BOURNVILLE VILLAGE TRUST
LAWLEY MANAGEMENT COMMITTEE**

**Meeting of the Lawley Management Committee (LMC)
to be held on Saturday 9th November 2024 at 0930hrs at The Holiday Inn,
Telford & Via Video Link.**

A G E N D A

- | | | |
|---|--------------|---------------|
| 1. INTRODUCTIONS AND APOLOGIES | CHAIR | 9.30am |
| 2. DECLARATIONS OF INTEREST
Member to declare interests with any items <u>specifically on this agenda.</u> | CHAIR | 9.31am |
| 3. MINUTES
To receive and APPROVE the Minutes of the meetings held on:
• Tuesday 30th July 2024 | CHAIR | 9.32am |
| 4. MATTERS ARISING/OUTSTANDING ACTIONS
To receive updates on outstanding actions from the previous Minutes (attached) | CHAIR | 9.35am |

ITEMS FOR DECISION

- | | | |
|---|-----------|----------------|
| 5. 2024 COMMITTEE ELECTION OUTCOME
To receive a report (attached) | HP | 9.50am |
| 6. ELECTION OF CHAIR AND VICE CHAIR
To elect or re-elect the Chair and Vice Chair | HP | 10.00am |
| 7. LAWLEY 2025 DRAFT BUDGETS
To receive a report (attached) | TR | 10.05am |
| 8. 2025 LMC MEETING PLANNER
To receive a report (attached) | NF | 10.20am |
| 9. DESIGN GUIDE REVIEW & LAUNCH PLAN
To receive a report (attached) | NF | 10.25am |



ITEMS FOR DISCUSSION

- | | | |
|---|-----------|----------------|
| 10. QUARTERLY FINANCIAL REPORT
To receive a report (attached) | TR | 10.35am |
| 11. ESTATES AND STEWARDSHIP UPDATE
To receive a report (attached) | NF | 10.45am |
| 12. QUARTERLY PERFORMANCE REPORT
To receive a report (attached) | NF | 10.50am |

ITEMS FOR NOTING

- | | | |
|---|--------------|----------------|
| 13. COMMUNITY DEVELOPMENT AND PARTNERSHIP REPORT
To receive a report (attached) | NF | 11.00am |
| 14. QUARTERLY COMMUNICATIONS REPORT
To receive a report (attached) | NF | 11.05am |
| 15. LAWLEY PARTNERSHIP BOARD UPDATE
To receive a verbal update | TR | 11.10am |
| 16. MEETING PLAN 2024
To receive a report (attached) | NF | 11.15am |
| 17. ANY OTHER BUSINESS | CHAIR | 11.20am |
| 18. DATES OF NEXT MEETINGS | | |

FORMAL MEETINGS

TBC subject to approval of 2025 Meeting Planner (Agenda Item 8)

WORKING GROUP MEETINGS

9th November 2024 (PM Away Day format)

3rd December 2024

OPEN MEETING CLOSE **11.25am**

CONFIDENTIAL ITEMS – Redacted from Public Papers



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

	<p>PRESENT: James Haldron (JH) – Chair Ian Springle (IS) Grant Williams (GW) Arthur Tsang (AT) via MS Teams Garfield Parker (GP) – Co-opted Member Emily Bryan (EB) – Co-opted Member</p>	
	<p>IN ATTENDANCE: Nick Freeman (NF) – Estates & Stewardship Manager Shannon Reynolds (SR) – Minute Taker Donna Charway (DC) – Online Meeting Facilitator</p>	
	<p>OBSERVERS This is a public meeting; those joining can observe and interact with DC only.</p>	
038/24	<p>INTRODUCTIONS & APOLOGIES</p> <p>JH advised that the meeting is not yet quorate, so Committee will return to the decision items to vote once AT joins the meeting.</p> <p><u>Apologies:</u> Pete Richmond (PR) – CEO Tracey Rowe (TR) – Head of Estates & Stewardship Hannah Pryce (HP) – Head of Governance Cllr Luke Lewis (LL)</p>	
039/24	<p>DECLARATIONS OF INTEREST</p> <p>None were received.</p> <p>Committee NOTED the declaration.</p>	
040/24	<p>MINUTES</p> <p>JH tabled the minutes of the of 30th April 2024 meeting (Appendix 3) and asked if there were any comments or amendments.</p> <p>GP entered the meeting.</p>	

	<p>Committee unanimously APPROVED the minutes of the meeting held on the of 30th April 2024 as a true and accurate reflection.</p>	
041/24	<p>MATTERS ARISING/OUTSTANDING ACTIONS</p> <p>JH presented the outstanding actions schedule (Appendix 4).</p> <p>JH highlighted Action 67/22 (Ground Rent) and asked if this item is on track to go to the November business meeting. NF affirmed this.</p> <p>Action 15/24 (BVT Email Addresses for Resident Members) – GP & EB advised they are having issues setting up their emails. NF advised he will pick this up outside the meeting.</p> <p>Committee APPROVED AND NOTED the Outstanding Actions Schedule</p>	NF
ITEMS FOR DECISION		
042/24	<p>LAWLEY COMMUNITY HUB RE-DESIGN</p> <p>NF presented the report (Appendix 5, 5.1 and 5.2).</p> <p>There was a brief discussion regarding the number of seats in the designs.</p> <p>NF advised that a project plan would be brought to Committee to present the designs and estimated costings.</p> <p>GW queried if there were 9 years left on the lease? NF confirmed there were.</p> <p>NF commented that to improve the interior would improve income generation as it would make the space more usable for the Lawley community.</p> <p>AT queried if the £1k was to pay the designer for the works, or for the final design.</p> <p>NF advised the report is proposing a costed design. This will be done with an itemised list and costings to choose between so we can come up with a project that suites our budget.</p> <p>JH called a vote on the proposal to spend a sum of no more than £1000 on commissioning an interior design specialist to draw up proposals, with estimated costings, for the interior redesign of Lawley Community Hub.</p> <p>Committee unanimously APPROVED the proposal.</p>	

<p>043/24</p>	<p>END OF YEAR ACCOUNTS – 2023</p> <p>NF presented the report (Appendix 5a & 5b).</p> <p>NF highlighted that these are the audited accounts, so are presented as a statement of facts rather than a decision item.</p> <p>JH asked if there were comments. None were received.</p> <p>JH called a vote on the recommendation to approve the contents of the report.</p> <p>Committee unanimously APPROVED the end of year accounts.</p>	
<p><u>ITEMS FOR DISCUSSION</u></p>		
<p>044/24</p>	<p>QUARTERLY FINANCIAL REPORT</p> <p>NF presented the report (Appendix 6 & 6a).</p> <p>GW queried if the Lawley Community Hub figures include the 80% charity discount.</p> <p>NF advised that this does include the 80% charity discount, but the hub didn't get the 20% discretionary discount from Telford & Wrekin Council – this decision was appealed but was unsuccessful.</p> <p>GP queried if each quarter is expected to be consistent or go through peaks and troughs.</p> <p>NF advised it can have peaks and troughs, but its hard to predict. When the overall budget is set, he will then profile it. A good example is street lighting in the courtyards, from quarter 1 to quarter 4 there is a spike in the electricity bills because of the time of year. A lot of the costs are fairly stable. For instance, the rent for the community hub's is paid quarterly.</p> <p>NF commented that he has a monthly meeting with the finance team, and if anything is slightly out of kilter it is picked up and discussed.</p> <p>AT entered the meeting.</p> <p>JH returned Committee to agenda items 3, 4, 5, and 5A individually so that members could hold a quorate vote on each decision item.</p> <p>JH asked if there were any comments. None were received.</p> <p>Committee NOTED the report.</p>	

045/24	<p>ESTATES AND STEWARDSHIP UPDATE</p> <p>NF presented the report (Appendix 7). Highlights included:</p> <ul style="list-style-type: none"> • Community Development and Partnerships now has a separate report and agenda item. • The Estates Caretakers and grounds maintenance contractors (M&BG) have been working in partnership and synced their work schedules to get the best results. • Only one Estate Officer has been available at any time since the last week in March 2024 for various reasons including time off on health grounds and resignation. • The Welcome Pack refresh project has been paused until the team are more settled and have capacity. <p>NF tabled Appendix 7.1 Lawley Customer Communication Q2 2024 Report and highlighted points of interest e.g. Lawley website figures & Lawley comms projects.</p> <p>JH asked members if they had any questions or comments.</p> <p>AT suggested it may be a good opportunity for M&BG either doing something for, or coming to committee, to report on what they're doing or to share their perspective on how they think the contract's gone and where they think things have gone well.</p> <p>NF will ask the M&BG Managing Director.</p> <p>Committee NOTED the report.</p>	NF
046/24	<p>QUARTERLY PERFORMANCE REPORT</p> <p>NF presented the report (Appendix 8 & 8.1).</p> <p>JH asked if there were any questions or comments. None were received.</p> <p>JH highlighted the Community Charge Arrears and queried if debit from previous years was reducing as well.</p> <p>NF advised he hadn't got the figures, but it was reducing. The age of the debit is coming down as well, and the average time of debt is low now compared to where it used to be. NF advised he would get these figures and circulate them to committee.</p> <p>Committee NOTED the report.</p>	NF
047/24	<p>COMMUNITY DEVELOPMENT AND PARTNERSHIP REPORT</p> <p>NF tabled the report (Appendix 9 & 9.1).</p> <p>AT wished to note the amazing work that Lindsey Powell is doing in terms of both the reach and the variety. For Lindsey to be able</p>	

	<p>to bring together all of those activities and events, and working in partnership with LOPC and others, is fantastic. Given where we were a few years ago, the residents of Lawley have got such a huge variety of activities and events and support that they can access.</p> <p>JH advised that the report is written by Lindsey and commented that it's a good agenda item that highlights the amount of things going on, not just in Lawley, but also the links Lin is making with other areas around Telford and beyond.</p> <p>JH asked if there were any questions or comments.</p> <p>AT commented that the work Lin has done in Lawley has shaped and impacted the work that's been done in Birmingham. It's an important point to make because historically everything has been led by Birmingham and, on the reverse, Birmingham has been able to learn from and be driven by the community development work delivered in Lawley.</p> <p>Committee NOTED the report.</p>	
048/24	<p>COMMITTEE MEMBER ITEMS None were received.</p>	
049/24	<p>LAWLEY PARTNERSHIP BOARD UPDATE</p> <p>NF gave a verbal update on the Lawley Partnership Board:</p> <ul style="list-style-type: none"> • LPB have been closing out the original 2-year action plan. • Completed projects include speed cameras, welcome signs, QR code way markers etc. • They are looking at hearing the community's voice to develop the next set of priorities, and that'll lead to the next action plan. <p>AT advised that he has a meeting on the 13th August with Cllr Middleton and Jas Bedhesha to talk about what the TWC vision is of the future, and how that can reflect what our future vision is for the partnership board.</p> <p>Committee NOTED the update.</p>	
<u>ITEMS FOR NOTING</u>		
050/24	<p>MEETING PLAN 2024</p> <p>JH presented the 2024 Meeting Plan (Appendix 12).</p> <p>NF highlighted the of 2nd September Working Group and advised that HP has asked for 30 minutes with Committee to cover accessing and using TeamEngine to view the LMC papers.</p> <p>Committee NOTED the meeting plan.</p>	

051/24	<p>ANY OTHER BUSINESS</p> <p>JH asked if there was any other business.</p> <p>GP queried if there are any plans for those who aren't elected for LMC. For instance, will they be invited to learn about the sounding group because they've expressed an interest.</p> <p>NF advised that the team would certainly engage with anyone who wasn't elected. There are various options, like the sounding group and other groups, and the potential to co-opt.</p>	
052/24	<p>DATE OF NEXT MEETING</p> <p>Formal meetings: 5th November 2024</p> <p>Committee Working Group Sessions/Training: 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		
	The meeting closed at 19:30 pm	
	<p>..... Chair</p> <p>..... Date</p> <p>..... Secretary</p> <p>..... Date</p>	

MIN	TOPIC	ACTION	Action Owner	PROGRESS
	ACTIONS FROM WORKING GROUP 17th September 2024			
A009/24	Team Engine Portal Guidance	HP to resend the guidance to Committee	HP	HP Booked for December Working Group Meeting
A010/24	BVT Emails & Set Up	HP to arrange passwords being reset for GW and IS's BVT email addresses. HP to contact GW after the meeting to assist	HP	Complete.
A012/24	Enforcement Agenda Item	NF to add Enforcement to the November meeting agenda.	NF	Included in confidential items 9 th November 2024 Complete
A013/24	New 45-degree policy	TR to send NF the new agreed policy on the 45-degree rule.	TR	New policy is too detailed to go into the DG and would take up too much space. There will be separate guidance for the team and website. Complete
	ACTION FROM LMC 30th July 2024			
045/24	M&BG Update	To ask M&BG if they would like to either doing something for, or come to	NF	M&BG would welcome the opportunity to meet committee and discuss the GM

		committee, to report on what they're doing or to share their perspective on how they think the contract's gone and where they think things have gone well.		contract. A suitable date will be found for a 2025 working group (the action to remain open until a date fixed)
046/24	Debt Figures	To circulate the debt figures showing how the age of the debit and the average time of debt has changed over time.	NF	Included in Performance report Nov 2024 Complete
053/24	Enforcement Discussion	AT to discuss with TR bringing a discussion to committee on enforcement. NF to circulate updates.	AT/NF	NF/TR to present confidential report 9 th November 2024. Complete
	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.
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 Complete
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	TR	Noted Complete

		year as one lump sum and reported in the end of year accounts.		
	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 09/11/24 update – 2025 calendar to be produced.
	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.	NF/LP	Review planned in Q3-4 2024 Update 09/11/24 – workloads during 2024 has prevented this work being completed. Consider this for 2025 or 2026 Priorities at LMC Awayday on 9 th November 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 Update 09/11/24 – workloads during 2024 has prevented this work being completed. To consider in 2025 or 2026 priorities at LMC Awayday at 9 th November 2024.
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 2025.
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	9th November 2024
Item 05	Elections Outcome & Appointments Report
Author	Hannah Pryce
Contact Details	hannahpryce@bvt.org.uk 0121 667 1152



1. Purpose of Report

The purpose of this report is to present the outcome of the 2024 elections process for the directly elected resident member positions and to propose the appointment of the successful candidates.

2. Recommendations

It is recommended that Committee **NOTE** the report and **APPROVE** the appointment of the following candidates to the Lawley Management Committee in accordance with the election results:

- Matt Gabitas (4 year term)
- Mark Darlington (4 year term)
- Emily Bryan (4 year term)
- Kate Ballinger (4 year term)
- Garf Parker (2 year term)

3. Link to Strategic Aims, Objectives and Values

This report supports the Place-shaping, Community Building and Championing People aims as well as demonstrating BVT's values of partnership, fairness and integrity.

4. Financial Impact

Administration of the election process in Lawley cost approximately £4,500 plus the resources required from officers to manage the process and deliver activities.

5. Value for Money Impact

A review of the process has taken place and a number of learning points have been identified which will make the process in 2026 more efficient and effective.

6. Risk and Assurance Impact

The elections helped to further improve engagement with the local community which is essential to ensure that the Estates and Stewardship services delivered meet the needs of charge payers. The positive engagement activities removed the risk of not having enough nominees to fill the vacancies on the committee which ensures that the committee is at full strength.

7. Compliance with Relevant Legislation and Regulation

Estates & Stewardship is not directly governed by the Regulator of Social Housing (RSH) Regulatory Standards, however the principles of the new Consumer Standards around treating service users with fairness and respect and engaging with service users has been applied throughout the elections process.

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.

This elections process has successfully engaged with nominees that had not engaged with BVT before, and for the first time, a tenant has been elected to the committee.

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 elections process enabled all charge paying households to democratically vote for their preferred candidates to be appointed to the committee.

10. Report

2024 saw LMC's first contested election since the committee was formed which is a positive reflection of the engagement taking place in the Lawley community and the promotion of the work and achievements of the committee.

There were **5** vacancies to be elected this year and promotion of the elections began earlier in 2024 to generate interest in the process in the community. Many activities were undertaken including newsletters, a social media campaign including videos, drop-in sessions for interested residents and a dedicated website page for information.

2,634 charge payers were eligible to vote in the election.

280 people voted, which is a **10.6%** turnout.

Research shows that turnout for similar elections reach an average of 10-20% so Lawley was at the lower end of turnout potential.

Elections results were as follows:

Candidates	Total no. votes	
Matt Gabitas	182	ELECTED
Mark Darlington	120	ELECTED
Emily Bryan	110	ELECTED
Kate Ballinger	80	ELECTED
Garf Parker	73	ELECTED - 2 year term

John Yorke	69
Dominic Abreu-Leadbetter	34

It is recommended that Matt Gabitas, Mark Darlington, Emily Bryan and Kate Ballinger are appointed to the Lawley Management Committee for a 4 year term, where they will be eligible to stand for re-election in 2028.

The fifth position became vacant part-way through a 4 year term, therefore it is recommended that Garf Parker is appointed for a 2 year term, where he will be eligible to stand for -re-election in 2026.

LAWLEY MANAGEMENT COMMITTEE	
Date	9 TH November 2024
Item 7	Lawley 2025 Draft Budget
Author	Tracey Rowe Head of Estates and Stewardship
Contact Details	traceyrowe@bvt.org.uk 0121 667 1153



1. Purpose of Report

To present the proposals for the Lawley Village Draft Budget for 2025 to Committee (Appendix 1).

2. Recommendations

To **DISCUSS** and **APPROVE** increasing the 2025 Community Charge, deciding between Option 1 and 2 under section 4 of this report.

To **DISCUSS** and **APPROVE** drawing down from the Infrastructure Fund the sum of £62,934 to cover the shortfall in the budget. See section 10 of this report for further details.

To **DISCUSS** and **APPROVE** the draft 30 year Budget Plan (Appendix 2), as detailed within this report.

To **DISCUSS** and **APPROVE** the draft budgets for 2025, as detailed within this report.

This report is **RECOMMENDED** for approval to BVT's Board of Trustees in line with BVT's Financial Standing Orders.

Note – This approval is subject to the Long-Term Stewardship Group (LTSG) (Developers and Homes England) approval.

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

There will be a financial impact on residents by increasing the Community Charge. The 30 year budget plan (Appendix 2) assumed a 3.2% inflationary increase for 2025. The budgets have been prepared at this rate. This will mean an increase in the annual community charge from £242.75 to £250.52 (£7.77 increase).

Committee discussed at their meeting in November 2024 considering an annual CPI increase as at September each year to be consistent with BVT price increases within other areas of the business and government benefit increases. However, recognised that

the Long Term Stewardship Agreement of Lawley is to charge residents for the full cost of delivering the services.

Since producing the budget reports, the September CPI has been published at 1.7%, 1.5% less than that assumed for budget purposes. This will mean a reduction in income of £11,254 and the community charge increase from £242.75 to £246.88 (£4.13 increase).

Consideration was given to increasing the draw down from the community infrastructure fund to cover this shortfall but this would have an adverse effect on the overall 30 year budget plan.

To reduce the current years budget will have an impact on the 30 year budget plan. Committee are asked to consider the following 2 options:

1. Approve the budget in line with the 30 year budget assumptions and apply a 3.2% increase, however, this will need to provide clear rationale for residents to understand why we have not applied the same principle as last year (CPI at September). Approving this option may cause reputational damage in residents perception that BVT change the goal posts to increase the charges.
2. Approve the budget as set out in Appendix 1, however, apply the 1.7% CPI increase to be consistent with our approach last year and BVT make operational expenditure savings throughout the year to achieve the difference of £11,254. The draft budget has not been changed, due to the timing of setting the overall budgets within BVT. Please see section 6 for risk impact.

5. Value for Money Impact

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.

The procurement of Grounds Maintenance service in 2023 aimed to market test the cost and quality of this service. The contract awarded to M&GB Limited from 1st January 2024, provides cost certainty for up to five years at a fixed rate. The increase in the budget is to allow for any re-planting or reconfiguring any areas over 2025. However, should option 2 in section 4 of this report be approved by committee, the extra £2,599 will be offered as part of the operational savings needed.

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’.

Approving option 1 in section 4 of this report may cause reputational damage due to not being consistent in how we increase the community charge each year. To mitigate this risk, a Community Charge Calculation Policy will be produced in quarter 1 of 2025, which will set out the principles for what is charged to residents and how the annual budget setting applies increases/decreases to charge paying residents of Lawley.

In reducing the budget presented by 1.5% as detailed in option 2 of section 4 of this report, may have an impact on services delivered and cause reputational damage.

7. Relevant Legislation and Regulation Impact

Estates & Stewardship is not directly governed by the Regulator of Social Housing (RSH) Regulatory Standards, however the principles of the new Consumer Standards around treating service users with fairness and respect and engaging with service users has been applied by meeting with LMC at their working group meeting in October 2024, this LMC report being published on BVT’s website 7 days prior to the meeting for residents to review and send in questions and the meeting being online for any charge paying resident in Lawley to attend and observe the meeting.

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.

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 section 7 of this report that details how residents are involved in reviewing and setting budgets.

10. Report

10.1 Background

The draft budget provides proposals for income and expenditure for 2025. They are based on the levels of income from the proposed 2025 Community Charge, supported by the Infrastructure Fund.

The budgets have been drafted in line with the 30 year budget plan, discussed with LMC at their working group meeting in September 2024. The plan has been produced as part of a request by LMC to provide 5 year budget forecasts and BVT accounting practices in producing 30 year plans. The Plan will support future decisions on service delivery and improvements. The Plan also incorporates the 30 year Asset Plan for renewals of components (e.g. paving, fencing, lighting, etc) over industry standard lifecycle models.

The draft budgets have been provided to the LTSG for approval, in line with the Long-Term Stewardship Agreement (LTSA), section 13, whereby BVT must provide the draft budgets for approval at least one month before the next years Community Charge is applied. At the date of writing this report, we are awaiting the decision.

The draft budgets, once approved by the LMC and the LTSG will then be recommended to BVT's Board of Trustees for final approval.

Income

At the end of 2024, it is predicted that there will be a total of 2785 properties in Lawley Village. It is anticipated that a further 200 properties will be built during 2025 at various points in the year. We have included the charges for these properties based on the proportion of the year they will be occupied.

To ensure the budget balances at the end of 2025, it requires the budget to be supported by drawing down from the Infrastructure Fund the sum of £62,934.

Expenditure

The budget has been split into 4 areas:

- Estate Management
- Estate Caretaking
- Community Development
- Office Running Costs

This enables us to understand the true cost of the different services areas that are delivered by the Estates and Stewardship Team.

In addition to this the team will maximise grant funding where it is available and work with residents to carry out fund raising activities to support some of the events during the year.

There are a number of areas that should be noted:

- Staffing costs have increased in the above 3 areas for 2024 compared with 2023. The reason for this is attributed to the annual cost of living increase.
- Estate Management
 - Most budget lines have been increased by 3.2%, in line with the charge increase.
 - Travel costs have been reduced due to the team being based in Lawley and no longer needing to travel from Lightmoor.

- Grounds Maintenance increased to allow for any renewal or reconfiguration works. M&BG costs remains fixed at £113,000.
 - Increased legal and professional fees based on expenditure for legal advice and action. Also costs of land transfers under the long term stewardship agreement.
 - Contribution to the Neighbourhood Partnership has been removed due to there no longer being a need for this role.
- Community Development budget is showing an increase, this is mainly due to increase Eileen Hewer grants awarded in 2024. The £5,000.00 support for Lawley Community Association (LCA) has been changed to LMC Running Costs, to support their work.
 - Office Running Costs have been set at the known and expected expenditure. This amount will support a £1000 being transferred to a reserve fund for dilapidation costs at the end of the lease. Dilapidation costs are for when and if we decide not to extend the lease, we are required to strip out all furniture and fixtures before returning the keys.

30 Year Asset Plan (Wear and Tear Fund)

The current fund investment balance stands at £ 940,275 with an overall proposed contribution of £77,922 in 2024. This will ensure the fund reaches a closing balance in 2024 of £1,018,197 (excluding interest) in readiness for future anticipated expenditure. The table below tracks contributions and spends. To remind committee the fund is to save towards future renewals of items such as; footpaths, lampposts, fencing etc. This is based on industry standard lifecycles and estimates when works might take place over a 30 year period.

YEAR	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
Calendar Year	2007-2009	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016 Apr -	2017	2018	2019	2020	2021	2022	2023	2024
Opening Balance on Sinking Fund	0	4,873	22,103	42,578	71,820	115,333	160,486	243,002	307,059	361,611	434,230	511,984	586,349	657,716	735,638	819,834	940,275
Draw Down on Sinking Fund	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Amount Credited to Sinking Fund	4,873	17,120	20,181	28,885	43,019	44,355	81,283	62,478	53,650	71,210	74,680	70,000	70,000	77,922	78,598	86,455	77,922
Interest Credited to Sinking Fund	0	110	294	357	494	798	1,233	1,579	902	1,409	3,074	4,365	1,367	0	5,598	33,986	
Closing Balance on Sinking Fund	4,873	22,103	42,578	71,820	115,333	160,486	243,002	307,059	361,610	434,230	511,984	586,349	657,716	735,638	819,834	940,275	1,018,197
Interest added at year end - Bank of England Base Rate minus 1% as per Long Term Stewardship Agreement																	

Previous Fund Drawdowns

2022 – 2024 – No expenditure – note 30 year asset plan reviewed in 2022.

Proposed Forecasted Drawdowns

2025 - £20,000 (Provisional sum for a minor fencing programme (Verbal update will be provided at the meeting).

Forward Investment

BVT would recommend a “root and branch” review of the fund in 2028/9 to prepare for the first phases a major investment, including smoothing, material cost rebase and market demand alignment to fine tune potential on site cost assumptions.

Horizon Scan 2024 to 2058



The Wear and Tear fund (sinking fund) will receive interest at the Bank of England base rate minus 1%, which is applied at the year end, as per the LTSA.

Bournville Village Trust Budget 2025
LMC Agenda Item 7 - Appendix 8

Budget heading	Annual Budget 2024	Outturn Forecast 2024	Annual Budget 2025
LAWLEY ESTATES			
Community Charge Income			
Community Charges Residents	676,059	676,059	723,503
Ground Rents	3,000	3,000	3,000
Lawley Community Hub Room Hire	0	0	1,500
Draw Down from Infrastructure Fund	82,594	82,594	62,934
Draw Down from Wear & Wear Fund	0	0	20,000
Total Community Charge Income	761,653	761,653	810,937
Grants & Donations	2,000	2,000	2,000
Other Income	10,000	10,000	10,000
Total Other Income	12,000	12,000	12,000
Net Turnover	773,653	773,653	822,937
Expenditure			
Operational Expenditure	(683,231)	(683,231)	(705,865)
Transfer to Wear & Tear Fund	(77,922)	(77,922)	(102,072)
Transfer to Eileen Hewer Community Projects Funding	(7,500)	(7,500)	(15,000)
Transfer to Community Association	(5,000)	(5,000)	0
Total Expenditure	(773,653)	(773,653)	(822,937)
Potential Underspend / Overspend	0	0	(0)
LAWLEY ESTATES OPERATIONAL BUDGET			
Estate Management			
Staffing Costs	(215,113)	(215,113)	(223,080)
Travel Costs	(2,500)	(2,500)	(1,500)
Office Consumables	(920)	(920)	(941)
Printing & Publications	(5,500)	(5,500)	(5,627)
Communications	(1,575)	(1,575)	(1,611)
Mobile Telephones	(820)	(820)	(720)
Legal & Professional Fees	(3,100)	(3,100)	(14,322)
Insurance	(10,029)	(10,029)	(7,246)
Landscaping Contract	(113,000)	(113,000)	(115,599)
Tree Surveys & Works	(10,000)	(10,000)	(10,230)

Communal Lighting (inc Courtyards)	(15,000)	(15,000)	(15,345)
General Repairs (inc Courtyards)	(6,500)	(6,500)	(6,650)
Winter Gritting (inc Courtyards)	(2,000)	(2,000)	(1,500)
Contribution to Neighbourhood Partnership	(25,000)	(25,000)	0
Draw Down from Infrastructure Fund	0	0	0
Draw Down from Wear and Tear Fund	0	0	(20,000)
Total Estate Management Costs	(411,057)	(411,057)	(424,371)
<u>Estate Caretaking</u>			
Caretaker - Staffing Costs	(57,275)	(57,275)	(60,682)
Caretaker - Travel Costs / Vehicle Costs / Waste Disposal Costs	(5,000)	(5,000)	(5,115)
Caretaker - Mobile Telephones	(360)	(360)	(480)
Caretaker - Clothing & PPE	(650)	(650)	(665)
Caretaker - Tools & Equipment	(1,500)	(1,500)	(1,535)
Total Estate Caretaking Costs	(64,785)	(64,785)	(68,477)
<u>Community Development</u>			
Staffing Costs	(43,117)	(43,117)	(44,400)
Travel Costs	(650)	(650)	(665)
Office Consumables	(280)	(280)	(286)
Printing & Publications	(2,175)	(2,175)	(2,225)
Mobile Telephones	(180)	(180)	(240)
Community Development & Involvement Activities	(10,870)	(10,870)	(11,120)
Resident Projects (Eileen Hewer)	(15,000)	(15,000)	(15,345)
Grant & Donations Expenditure	(2,000)	(2,000)	(2,000)
Other Expenditure	(10,000)	(10,000)	(10,000)
LMC Running Costs	(5,000)	(5,000)	(5,000)
Total Community Development Costs	(89,272)	(89,272)	(91,281)
<u>Office Running Costs</u>			
Lawley Community Hub Running Costs	(29,000)	(29,000)	(29,667)
Total Office Running Costs	(29,000)	(29,000)	(29,667)
Administration Charge	(89,117)	(89,117)	(92,069)
Total Operational Expenditure	(683,231)	(683,231)	(705,865)

Lawley Management Committee	
Date	9th November 2024
Item 8	Committee Dates for 2025
Author	Tracey Rowe Head of Estates & Stewardship
Contact Details	traceyrowe@bvt.org.uk 0121 667 1153



1. Purpose of Report

The report is to provide Committee with the proposed dates for meetings during 2025.

2. Recommendation/s

The Committee is asked to **DISCUSS** and **APPROVE** the report.

3. Link to Strategic Aims, Objectives and Values

The successful stewardship of the estate in Lawley is a priority for BVT and delivers on our aims & values by:

Place-shaping – creating and maintaining distinctive and environmentally sustainable places.

Partnership – BVT work with others to achieve great things

Community Building – Connecting people together to develop diverse, strong and engaged communities.

4. Financial Impact

All of the work linked to the management of the Estates and Stewardship service falls within existing budgets.

5. Value for Money Impact

The costs for delivering the Estates and Stewardship service are closely monitored and have been through a forensic review to ensure that associated costs are fair and reasonable and do deliver VfM.

6. Risk and Assurance Impact

There is a risk to BVT should Lawley Management Committee become ineffective by poor attendance or failing to meet the requirements to be quorate and so by issuing a meeting planner for a year ahead the risk is mitigating by allowing committee members to plan for their attendance or, if for example a meeting could not be quorate, rescheduling a meeting.

7. Compliance with Relevant Legislation and Regulation

The operation of Lawley Management Committee is governed by BVT internal governance controls and Terms of Reference.

BVT is, as a registered housing association, is governed by the Regulator for Social Housing, the operations of Estates & Stewardship is not directly governed by the Regulator of Social Housing (RSH) Regulatory Standards, however the principles of the new Consumer Standards around treating service users with fairness and respect and engaging with service users is applied in the way in which LMC operates.

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

Lawley Management Committee is led by its resident members, who listen to the wider resident group to bring the customer voice into all decisions made by the committee.

The Estates & Stewardship Team are actively engaging with resident groups to ensure Customer Voice is heard and services are delivered in line with BVT's Corporate Plan and Customer Insight obtained via consultations, complaints, compliments and satisfaction surveys.

10. Report

See Appendix 08.1 with the dates for 2025 Committee dates.

Where possible school holidays have been avoided, however, now that committee has moved to quarterly meetings, the quarter 2 meeting is August. This was unavoidable due to the timings and ability to produce financial and KPI reports.

Committee are asked to provide as much notice as possible if they are unable to attend a meeting.



Lawley Management Committee Dates 2025

	Lawley Management Committee Tuesday 6pm	LMC Working Group Tuesday 6pm
Quarter 4 Oct-Dec 2024	4 th February 2025	11 th March 2025
Quarter 1 Jan-Mar 2025	13 th May 2025	1 st April 2025 24 th June 2025
Quarter 2 Apr-Jun 2025	5 th August 2025	16 th September 2025
Quarter 3 Jul-Sep 2025	11 th November 2025 or Awayday 15 th November 2025?	21 st October 2025 2 nd December 2025

Date	Meeting	Item No.	Topic	Lead	Outcome
4 th February 2025	Quarterly LMC Meeting				
11 th March 2025	Working Group Meeting				
1 st April 2025	Working Group Meeting				

Agenda Item 8
 Lawley Management Committee
 LMC Meeting Dates 2025
 9th November 2024

13th May 2025	Quarterly LMC Meeting				
24th June 2025	Working Group Meeting				
5th August 2025	Quarterly LMC Meeting				
16th September 2025	Working Group Meeting				
21st October 2025	Working Group Meeting				
11th November 2025 or Awayday 15th November 2025?	Quarterly LMC Meeting				
2nd December 2025	Working Group Meeting				

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.
Meet the contractor M&BG	NF & M&BG	

LAWLEY MANAGEMENT COMMITTEE	
Date	9 th November 2024
Item 9	Lawley Design Guide Refresh 2024
Author	Nick Freeman Estates & Stewardship Manager
Contact Details	NicholasFreeman@bvt.org.uk 07813 102 551



1. Purpose of Report

To introduce the proposed revisions to the Lawley Design Guide following a review and refresh of the document.

2. Recommendation/s

The Committee is requested to:

- **DISCUSS** and **APPROVE** the revised Design Guide (See Appendices 9a and 9b) for implementation on 1st January 2025.
- **DISCUSS** the proposed launch process to inform residents of the changes. (See Appendix 9c.)

3. Link to Strategic Aims, Objectives and Values

Ensuring residents have clear and current guidance on the requirements set out within the transfer documents will ensure that the guidance can be applied in a fair and equitable way whilst helping to provide good quality homes and public spaces within Lawley.

The proposal aligns with the place shaping aim in BVT's 10 year Corporate Plan, due to the impact it will have on the local look of the village.

Several of the changes have come about due to feedback by residents who have expressed views on the previous guidance and BVT's learning whilst using the Design Guide over the last 3 years. The tone of the language used within the guide has also been amended based on resident feedback. The overall changes of listening to our customers and learning supports BVT's aims of championing people.

Innovative solutions have been sought where possible and Lawley Management Committee have demonstrated this by making early decisions on the solar panel guidance which will be formally incorporated into this revised guide.

4. Financial Impact

The reviewing working group continuously considered the financial impact on residents when considering the revised guidance. For example, some rewording of the guidance on windows will have a substantial impact on the cost of windows in some areas of the village whilst not negatively impacting the visual aspect of the areas.

5. Value for Money Impact

The guide is designed to be a largely “online” document saving a substantial amount of money by keeping printing costs to minimum.

The updating of guidance to residents can also ensure that time, money and effort is not expended dealing with enquiries on wording.

6. Risk and Assurance Impact

The guidance around and enforcement of the covenants contained within resident’s transfer documents is a key task for BVT as the appointed Long Term Stewards for Lawley.

Failure to provide clear, up to date guidance, as required by the covenants, would pose significant reputational risks for BVT.

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.

BVT have obligations under the covenants in Lawley to provide residents with guidance on alterations residents wish to carry out on their homes. There are also obligations to enforce the covenants via a breach process which is also laid out in the design guide.

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 Design Guide review panel included a resident member of LMC. Due to the relatively minor amendments being made the panel considered that a wide scale consultation was not required in this case.

A report was tabled and discussed in detail at the LMC Working Group meeting of 17th September 2024 where two co-opted members of the Lawley Resident’s Sounding Group

were present and able to express their opinions fully. Throughout the process the experience of customers, Estate Officer and Appeal Panel members was considered to help to highlight the areas that needed reexamining.

10. Report

Appendix 9.1. is a copy of the presentation given to LMC on September 17th 2024, where the significant changes are shown on a page by page basis.

Committee are asked to note that minor changes, such as spelling mistakes, have not been detailed in the appendix but are rectified in the draft copy of the Design Guide at Appendix 9b.

Appendix 9.2 is a Final Draft Copy of the 2024 reviewed Design Guide. As well as the text changes detailed in Appendix 9.1 several of the photographs have been changed to reflect the maturing nature of the village.

The document will be available as a PDF file on the BVT Lawley website and on demand from the BVT team, hard copies will be available at The Lawley Community Hub on request.

The document is designed to be aesthetically pleasing as well as the key source of information for residents seeking information around the design, alteration or use of their property.

Appendix 9.3 is the launch plan for the document (subject to LMC approval being forthcoming at this meeting). Residents will also be informed in their annual Community Charge letter that the revised Design Guide is available for viewing, this will ensure that all households are informed of the change, alongside any social media or other impact.

There will be a short transition period where, technically, the previous Design Guide is in force, the E&S Manager, working with the Estates Officers, will pragmatically manage any cases where the decision may be impacted by the changes in the revised document.

The E&S Manager will hold a training/review session in December with the BVT team to ensure all team members are fully aware of the changes and how they may impact residents.

The E&S Manager would like to recognise and give thanks to LMC, Residents Steering Group and Officers for the support and work that has gone into producing the refreshed Design Guide.

In particular thanks go to the working group of Grant Williams (LMC Representative), Maria Rigby, Nicola Kennedy, Donna Charway and Nick Freeman.



Lawley 2024 Design Guide Refresh

Working Group:

Grant Williams
Nick Freeman
Nicola Kennedy
Donna Charway
Maria Rigby

Approach

- Maria Rigby carried out an initial review of the existing Design Guide (DG) (Appendix 1) in 2023.
- The Working Group used this as the basis of the review commenced in mid 2024.
- The Working Group met 3 times and carried out a page-by-page review of the DG and created a table (Appendix 1) of proposed changes to the wording.
- Donna Charway reviewed the images contained within the DG and has suggested changes where appropriate – as these are largely corporate image decisions it is felt these need not be discussed in detail with committee – none of the image changes are thought to be controversial.
- The proposed changes are presented in the following slides for discussion, it is hoped that LMC will ratify agreed changes at the LMC meeting of 9th November 2024 ready for 2025.

Rationale for changes

Changes to the DG have been considered where one or more of the following apply:

- The language used is not clear (this has often presented issues enforcing any guidance).
- The language used is overly complex or officious and does not fit with the community-based partnership approach taken by BVT in Lawley.
- Technology or current thinking has changed since the initial issue (particularly where green energy is concerned).
- Where it is evident that the guidance is widely ignored (as long as the TP1 gives flexibility to BVT).
- Where the working group felt that further information was needed to clarify the guidance.

Changes – Page 2

From:

This revised Design Guide is the first revision to be resident led. We have tried to incorporate your feedback, whilst seeking to maintain the look of the Village and meet the legal obligations you signed when you purchased your property.

To:

The Design Guide was revised in 2021 and was the first version to be resident led. Following feedback from residents, this version (1.1) has been updated and published in November 2024).

Changes – Page 2

From:

For example, we wanted to encourage green energy and where possible allow solar panels. However, the current design of these panels would significantly impact the look of the roofscape which is an integral part of the design of the Village. In the near future, solar tiles will be available which would solve this problem.

To:

For example, we want to encourage green energy and have therefore updated the policy on solar panels, see page xx for details.

Changes – Page 3

Alter index to suit revisions.

Changes – Page 5

- Add image of TP1 top as image only shows TR1 image at present but TP1 is generally held and referred to (residents could have either).

TP1 TR1

- Add text to clarify that the transfer document could be a TR1 or TP1.
- Change address to Lawley Community Hub.

Changes – Page 6

From:

Neighbours

We want to help to build a strong and inclusive community in Lawley, so it is important that you take all steps to avoid nuisance to your neighbours when undertaking any permitted alteration. We encourage you to discuss your planned alterations with your neighbours and ensure any disputes or concerns are dealt with. We consults neighbours on all major applications.

To:

Neighbours

We want to help build a strong and inclusive community in Lawley, so it is important you take all steps to avoid nuisance to your neighbours when undertaking alterations. We consult neighbours on all major alterations and those where we consider there may be an impact on your neighbours.

Changes – Page 7

- **Alter layout of flow chart to make it easier to read. (essentially swap boxes 6 & 4).**
- **Box 1** – add bullet point reminding those that rent that they will need to contact their landlord.
- **Box 3** – Amend last sentence to “You should also talk to your neighbours, we will consult with them directly if needed”.
- **Box 5 - Amend to read** “Once your application has been validated, the time-period for determination begins (see below for application timescales). **Please note if you do not supply all of the relevant information within four weeks, we will reject the application.**”
- **Box 6 - Second sentence amend to:** “All applications are determined by your Estate Officer. If your application is not approved, you have the option to appeal the decision. Work must start within two years of approval.”

Changes – Page 8

- **Amend text to reflect current membership of LMC.**
- **Amend “Starting works and time limits” to read:**
“No works should be undertaken until you have received all the necessary approvals from BVT and T&WC if applicable. BVT approval will include a number of conditions which must be complied with, such as:
 - Work must start within two years of the approval being given.
 - Work must be completed within one year of commencing work, unless agreed with BVT.
 - For major approvals you must notify BVT when you start work.”

Changes – Page 9

- **Precedents** – Change date to November 2024 in 1st sentence and remove 2nd & 3rd sentences.
- **Enforcements – amend to read:** “We want to support you to make the changes to your home that you want in line with this guide and enforcement action is always a last resort.

However, if you carry out any works without the necessary written approval, we may take enforcement action against you.

We want to work with you to address breaches. However, if the necessary rectification works are not undertaken within the required timeframe, we may take legal action against you, which could lead to an injunction, a charge being placed on your property or you being required to pay our costs by the court. A notice of breach will also be served on you and retained on the file relating to the property until the breach is rectified, which may make it difficult to sell the property or obtain a mortgage.

Changes – Page 10

- Alter layout of chart to make easier to read (swap boxes 6 & 4).
- **Box 1** – Alter heading to “Informal Contact”.
- **Box 2** – Change first line to “If you haven’t contacted us promptly, we will send you a letter”.
- **Box 3** - Change text to “If you still haven't' contacted us we will send you a final letter that tells you about the steps we will take if you do not contact us. **To avoid any further action you must contact us**”.
- **Box 4** – Change bottom line to “**To avoid further action, contact us now**”
- **Box 5** – Remove “You may incur additional costs”.
- **Box 6** – Change text to read: “The case may be referred to our solicitors to begin legal action. We may inform your mortgage company. This action may impact on your being able to sell your home. The court may order you to pay costs. **We prefer not to take legal action against you, please work with us to resolve the issues as soon as possible.**”

Changes – Page 11

- **Change text to read:** “Please seek free advice from our Estate Officers before you start any work on the exterior of your home as we want you to know what is and isn't allowed when you plan to make an alteration to your home. See the key below for guidance on what is or isn't permitted and from who you may need to obtain approval, depending on the type of alteration you wish to carry out.”
- **Rationalise symbols (throughout guide):**
 - **Change Permitted to green**
 - **Remove Seek Advice**
 - **Change order to:**
 - Permitted (Green)**
 - BVT Approval Required (Yellow)**
 - BVT & TWC Approval Required (Blue)**
 - Not Permitted (Red).**

Changes – Page 12

- **Remove reference to “single or double storey extensions” in title**
- **Add Text after 45^o Rule – “(See Page 13)”.**
- **Amend text in 3rd Paragraph (Boundary rule) – “For extensions of two or more storeys....”**
- **Bullet point 8, change to read: “We advise you to talk to your neighbours about any proposals that may affect them.”**
- **Bullet Point 9, change to read: “BVT will consult with your neighbours, any objections will be considered as part of the application process.”**

Changes – Page 15

- **Windows – Change text to read:** “Replacement of existing windows must be sympathetic to the original design....”
- **Canopies – Change text to read:** “Additional porches and canopies will not be permitted at the front of your property. Canopies in rear gardens will be considered but BVT and T&WC approval is required.”
- **Porches – Change text to read:** “Replacement of existing porches - Replacement of porches and canopies require approval from us unless they are like for like.”

Changes – Page 16

- **Delete** “Conversion of garages into living space will not normally be permitted”.
- **Change** “All additional external.....” to “Any changes (including colour) to or additional, external doors, including garages, requires our approval.”
- **Change** “Changes to the door design must be a match to the current design, but...” to “Changes to the door design must be of the same style, including the door furniture, but different materials will be considered. For example, changing a wooden door to a composite door.”
- **Create an appendix referring to acceptable door colours.**
- **Correct spelling of Aerial throughout.**
- **Remove reference to Virgin Media.**

Changes – Page 17

External Lighting

- **Remove reference to heating in 2nd Paragraph.**
- **Change External Lighting section to read: “External lighting is permitted but must not cause a nuisance.”**
- **Remove reference to Christmas in bottom paragraph.**
- **Remove seek advice symbol.**

Drives, etc.

- **Amend 2nd Paragraph to read: “Additional drives, car parking spaces, hard standings and pathways will not normally be permitted.”**

Changes – Page 18

- **Remove** “Additional hedges to form a boundary requires our approval”.
- **Change sub-heading to read:** “Walls, Fences, Railings and Gates”.
- **Change symbol from not permitted to BVT approval required.**
- **Change** sentence beginning with “You should seek advice from us...” to “You should seek advice from us if you wish to alter the colour of any surface on walls, fences, railings or gates that can be seen from a public place.”
- **Remove** “Garden buildings should only be used for normal residential purposes, and not used for any commercial or non-domestic use or be used as habitable or overnight accommodation.”
- **Add** after “...materials.” – “Changes to the landscaped area, such as the removal or addition of planting, or adding stones or chippings should be discussed with BVT. Larger areas of stone or chippings must include soft landscaping, and the design should not include large areas of a single colour of stone or chippings”.

Changes – Page 19

- **Remove Seek Advice symbol.**
- **Add “adversely” before disturb.**

Changes – Page 21

- **Change** EVCP text to read: “The installation of an electric vehicle charging point is normally permitted. We will work with you to find the most appropriate location for your EVCP on or near to your property.”
- **Change** seek advice symbols to BVT Approval Required.
- **Change** Solar Panel guidance to:

“There is an assumption that black solar panel installations will be approved unless;

- a) Objections raised by other residents, as part of our decision-making process, provide sufficient cause to reject the application.
- b) The installation could be located in a less conspicuous position without significant loss in efficiency & effectiveness.
- c) The following conditions cannot be met:
 - The set out of the panels should be even - i.e. a square or rectangular shape with no gaps or remote panels in the set. Allowance will be made for dormer windows and “Velux” type windows where required, however the overall effect will be symmetrical.
 - Panels should be a single approved colour with no other colours on any visible part.
 - There should be no ancillary framework visible from ground level.
 - There should be no cables or pipework visible from ground level”.

Changes – Page 21 Cont.

- **Change** heading to “Air Conditioning and Air Source Heat Pumps”.
- Air source heat pumps and air conditioning units must not detract from the character of the property.
- Air source heat pumps and air conditioning units must be sited adjacent to rear or side elevations, preferably mounted on the ground with a minimum distance of at least four metres away from the neighbouring properties, avoiding adverse visual and noise impacts of the external grille. If it is sighted on a side elevation that can be seen from the road, it needs to be screened from view.
- External condensers linked to air source heat pumps and air conditioning units will be allowed, provided they do not adversely effect the “street scene” and do not affect neighbouring properties. It is advised they are screened by planting or timber housings wherever possible.

Changes – Page 22

- **Change** Working From Home... advice to read:

We support that our residents have changing needs, including working from home. We ask you to ensure that your activities do not adversely affect your neighbours, or detract from the character of the property or the area. Working from home should enable the building to retain its residential character and should not be confused with running a business from home. Running a business from a residential property is not permitted under the TP1/TR1 transfer document.

- **Change** Signage... advice to read:

Name plates and house number plaques of a reasonable size are permitted, advertisements, placards and notices are not allowed (including "No Parking" signs). Following resident's feedback, "To Let and For Sale" signs will be permitted until December 31st 2025 when this policy will be reviewed.

- **Change symbol to Permitted.**

Changes – Page 24

- **Change** the 3rd paragraph from "Please set out in" to "If you decide to appeal, you should submit this in writing to us, setting out the reasons why you think that your application should be approved."

Changes – Page 26

- **Add Phase 11 Addresses**

Betjeman Way, Big Flint, Brattice Drive, Butty Lane, Chilton Drive, Clifford Jenson Drive, Cottage Lane, Eleanor Grange, Garland Grove, Gerrard Street, Grocers Close, Hewer Parade, Lancashire Lane, Lower Coal Lane, Middle Coal Mews, Proctor Avenue (even nos. 36-96 & odd nos. 39-79), Raymond Crescent, Sough Drive, Top Coal Drive, Wesleyan Way, Williams Croft.

Changes – Back Page

- **Update** all contact details and info paragraph.

Thankyou for listening

Any comments or questions?

BVT Lawley Design Guide Refresh 2024 Launch Plan

Date	Action	Lead	Comments
09/11/2024	Obtain formal LMC approval to implement changes with effect 1 st January 2025	NF	Residents attending online will be aware of outcome.
15/11/2024	Final draft to design company, if required.	DC	If no amendments from meeting proceed to next step.
29/11/2024	Final Version Issued	DC	
02/12/2024	Social media and website news stories begin – phased over the month	DC	NF to draft, highlight key changes (solar panels, windows, signs).
02/12/2024	Final Version to brief Customer Services Team (CST). NF to work on knowledge base script with CST	NF	
02/12/2024	Final Version saved on website – previous version archived	DC/CP	Change to only latest version for 1 st Jan?
02/12/2024	If budget allows consider small number of hard copy prints.	NF/DC	
~ 13/12/2024	Inclusion of DG “news” in annual Community Charge Letter.	NF	
20/12/2024	Create 5x short videos, by the Estate Officers, highlighting changes made.	NF/DC	Focus on “you said, we did” approach.
w/c 06/01/2025	Run videos	DC	One per day, all onto website

LAWLEY MANAGEMENT COMMITTEE	
Date	9th November 2024
Item 10	Quarterly Financial Report Quarter 3 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 3 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.

LMC meetings are “broadcast” online for residents to observe the working of the committee and the papers are published on the BVT Lawley website to allow residents to download and view them, providing an openness and transparency.

10. Report

This report relates to the Lawley Estates Financial report for the third quarter of 2024 – see Appendix 10.1.

As requested by LMC Chair the format of Appendix 10.1 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

- Legal and Professional fees are over budget due to legal advice provided regarding land transfers.
- Communal Lighting overspend is due to the number of repairs carried out this year within courtyards but is expected to be on budget by year end.
- The contribution to the Neighbourhood Partnership for 2024 is showing a positive figure of £9887 due to a return of fees only part used in 2023. This will assist with offsetting the projected deficit at year end of 2024 as there are no plans to utilise this underspend, nor the budgeted £25k other than the £834 that was expended on potential design for the interior of Lawley Community Hub (there is a full report at agenda item 20 in the confidential items of this meeting).
- There is an underspend in the salary for Estate Management, this was due to a member of staff leaving the business and the consequent interim period during recruitment.

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 £3,420 over projection, this is mainly due to underestimating the local authority business rates. The budget was for £800 the actual is £2,150.

The landlord has also presented an unexpected bill for insurance of £671 to cover the period July 2023-July 2024 as well as a further £679 for the 2024/2025 period – this was due to an admin error on their part and will not carry forward as a cost in future years. Whilst there may be a slight overspend in 2024 the E&S Manager is confident that the budget is set at the correct level for future years now that true costs are known.

Funds

Eileen Hewer Community Fund

There have been £11,662 given in grants from the Eileen Hewer fund up to the end of Q3 – this is a significant rise in grant giving compared with 2023. It is not felt this will rise substantially to year end.

Community Infrastructure Fund

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

Lawley Management Committee Report



Outturn Forecast 2024	Original Budget 2024	Lawley Estates Management	Budget Jan - October 2024	Actual & Committed Jan - March 2024 Q1	Actual & Committed Jan - June 2024 Q2	Actual & Committed Jan - October 2024 Q3	Notes
Community Charge Income							
676,059	676,059	Community Charges	666,659	627,752	632,073	649,387	
82,594	82,594	Draw Down from Infrastructure Fund	0	837	0	0	
3,000	3,000	Ground Rents	3,000	1,500	3,000	3,000	
761,653	761,653	Total Income	669,659	630,088	635,073	652,387	
2,000	2,000	Grants & Donations	1,500	1,700	1,700	1,700	
0	0	Lawley Community Hub	0	0	0	0	
10,000	10,000	Other Income	10,000	0	6,656	6,656	
12,000	12,000	Total Other Income	11,500	1,700	8,356	8,356	
773,653	773,653	Net Turnover	681,159	631,788	643,429	660,743	
Expenditure							
(687,659)	(683,231)	Operational Expenditure	(477,860)	(103,254)	(263,816)	(436,194)	
(77,922)	(77,922)	Transfer to Wear and Tear Fund	0	0	0	0	
(7,500)	(7,500)	Transfer to Eileen Hewer Community Projects Funding	0	0	0	0	
(5,000)	(5,000)	Transfer to Community Association	0	0	0	0	
(778,081)	(773,653)	Total Expenditure	(477,860)	(103,254)	(263,816)	(436,194)	
(4,428)	0	Potential Underspend / Overspend	203,299	528,534	379,613	224,549	
LAWLEY ESTATES OPERATIONAL BUDGET							
Estate Management							
(208,641)	(215,113)	Staffing Costs	(181,756)	(47,101)	(111,886)	(174,237)	
(2,500)	(2,500)	Travel Costs	(2,100)	0	(306)	(364)	
(920)	(920)	Office Consumables	(725)	(131)	(243)	(511)	
(5,500)	(5,500)	Printing & Publications	(2,000)	0	0	(3,678)	
(1,575)	(1,575)	Communications	(1,300)	(315)	(315)	(315)	
(820)	(820)	Mobile Telephone	(680)	(257)	(341)	(618)	
(14,000)	(3,100)	Legal & Professional Fees	(2,790)	(504)	(7,232)	(8,755)	
(10,029)	(10,029)	Insurance	(8,360)	(2,508)	(5,016)	(7,524)	
(113,000)	(113,000)	Landscaping Contract	(94,166)	(18,880)	(47,200)	(86,646)	
(10,000)	(10,000)	Tree Surveys & Works	(9,000)	0	0	(1,530)	
(15,000)	(15,000)	Communal Lighting (inc Courtyards)	(11,600)	(3,606)	(8,625)	(12,876)	
(6,500)	(6,500)	General Repairs (inc Courtyards)	(5,490)	(300)	(1,407)	(4,506)	
(2,000)	(2,000)	Winter Gritting (inc Courtyards)	(1,300)	0	0	0	
(25,000)	(25,000)	Contribution to Neighbourhood Partnership	0	10,727	10,727	9,887	
0	0	Draw Down from Infrastructure Fund	0	(837)	0	0	
(415,485)	(411,057)	Total Estate Management Costs	(321,267)	(63,712)	(171,844)	(291,673)	
Estate Caretaking							
(57,275)	(57,275)	Caretaker - Staffing Costs	(48,287)	(12,518)	(29,908)	(48,027)	
(5,000)	(5,000)	Caretaker - Travel Costs / Vehicle Costs / Waste Disposal Costs	(4,166)	(2,416)	(2,848)	(3,541)	
(360)	(360)	Caretaker - Mobile Telephone	(300)	(129)	(171)	(328)	
(650)	(650)	Caretaker - Clothing & PPE	(625)	0	(40)	(76)	
(1,500)	(1,500)	Caretaker - Tools and Equipment	(1,500)	(153)	(208)	(506)	
(64,785)	(64,785)	Total Estate Caretaking Costs	(54,878)	(15,215)	(33,174)	(52,479)	
Community Development							
(43,117)	(43,117)	Staffing Costs	(36,435)	(9,452)	(22,644)	(35,962)	
(650)	(650)	Travel Costs	(540)	0	0	(275)	
(280)	(280)	Office Consumables	(240)	0	(3)	(107)	
(2,175)	(2,175)	Printing & Publications	(1,750)	(240)	(240)	(240)	
(180)	(180)	Mobile Telephone	(150)	(64)	(85)	(164)	
(10,870)	(10,870)	Community Development & Involvement Activities	(9,350)	(1,429)	(1,942)	(7,852)	
(2,000)	(2,000)	Grant & Donations Expenditure	(1,500)	(414)	(683)	(1,654)	
(10,000)	(10,000)	Other Expenditure	(10,000)	0	(6,656)	(6,656)	
(15,000)	(15,000)	Resident Projects (Eileen Hewer)	(13,500)	(6,211)	(9,271)	(11,831)	
(5,000)	(5,000)	Support for LMC	(4,750)	(353)	(365)	(382)	
(89,272)	(89,272)	Total Community Development	(78,215)	(18,164)	(41,889)	(65,122)	
Office Running Costs							
(29,000)	(29,000)	Lawley Community Hub Running Costs	(23,500)	(6,162)	(16,910)	(26,920)	
(29,000)	(29,000)	Total Office Running Costs	(23,500)	(6,162)	(16,910)	(26,920)	
(89,117)	(89,117)	Administration Charge	0	0	0	0	

<u>(687,659)</u>	<u>(683,231)</u>	Total Operational Expenditure	<u>(477,860)</u>	<u>(103,254)</u>	<u>(263,816)</u>	<u>(436,194)</u>
<u>85,994</u>	<u>90,422</u>	Net Surplus to Fund the Below Funds	<u>203,299</u>	<u>528,534</u>	<u>379,613</u>	<u>224,549</u>

WEAR AND TEAR FUND**Income**

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

Expenditure

0	0	Project Fees	0	0	0	0
0	0	Capital Expenditure	0	0	0	0
0	0	Total Capital Expenditure	0	0	0	0

984,211	984,211	Closing Balance	0	906,289	906,289	906,289
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EILEEN HEWER COMMUNITY PROJECTS FUND**Income**

25,000	25,000	Opening Balance	0	25,000	25,000	25,000
7,500	7,500	Transfer from Community Charge	0	0	0	0
32,500	32,500	Total Income	0	25,000	25,000	25,000

Expenditure

(7,500)	(7,500)	Grant Funding	0	(6,211)	(9,271)	(11,831)
(7,500)	(7,500)	Total Capital Expenditure	0	(6,211)	(9,271)	(11,831)

25,000	25,000	Closing Balance	0	18,789	15,729	13,169
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COMMUNITY INFRASTRUCTURE FUND**Income**

182,872	182,872	Opening Balance	0	182,872	182,872	182,872
0	0	Interest	0	0	0	0
0	0	Transfer from Community Charge	0	0	0	0
182,872	182,872	Total Income	0	182,872	182,872	182,872

Expenditure

0	0	Capital Expenditure	0	(837)	0	0
0	0	Total Capital Expenditure	0	(837)	0	0

182,872	182,872	Closing Balance	0	182,036	182,872	182,872
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RESIDENTS ASSOCIATION FUND**Income**

5,000	5,000	Opening Balance	0	5,000	5,000	5,000
5,000	5,000	Transfer from Community Charge	0	0	0	0
10,000	10,000	Total Income	0	5,000	5,000	5,000

Expenditure

(5,000)	(5,000)	Grant Funding	0	(353)	(365)	(382)
(5,000)	(5,000)	Total Capital Expenditure	0	(353)	(365)	(382)

5,000	5,000	Closing Balance	0	4,647	4,635	4,618
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Lawley Management Committee	
Date	9th November 2024
Item 11	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 3 of 2024.

2. Recommendation

Committee is asked to **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.

The Estates & Stewardship service is delivered in line with the requirements of the covenants contained in the transfer documents (TP1/TR1) signed by all home owners in Lawley, specifically Clause 10 of that document.

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.

Services such as Language Line and documentation interpretation are offered and the team are equally available to all members of the community regardless of their background or circumstances.

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 are 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 13

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

A successful recruitment campaign was held during Q3 2024 to fill the vacant Estate Officer's position.

The LMC Chair sat on the selection panel and was able to ensure that a customer view was taken into account at all stages.

Jude Ayling-Whitehouse was appointed and started with the team on 30th September.

She is currently undergoing on the job training as well as more formal sessions where appropriate. Jude has fitted well into the team and appears to be thriving in the role.

The Estates Officers are fully meeting all KPI's and requirements and will, once Jude is further trained, have capacity to assist across the team as needed.

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 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 communications it is felt that committee may appreciate seeing the whole of the Customer Communications Officer’s Q3 report rather than the highlights usually presented. This is included at Appendix 7.1

Lawley Management Committee	
Date	9th November 2024
Item 12	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 3 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.

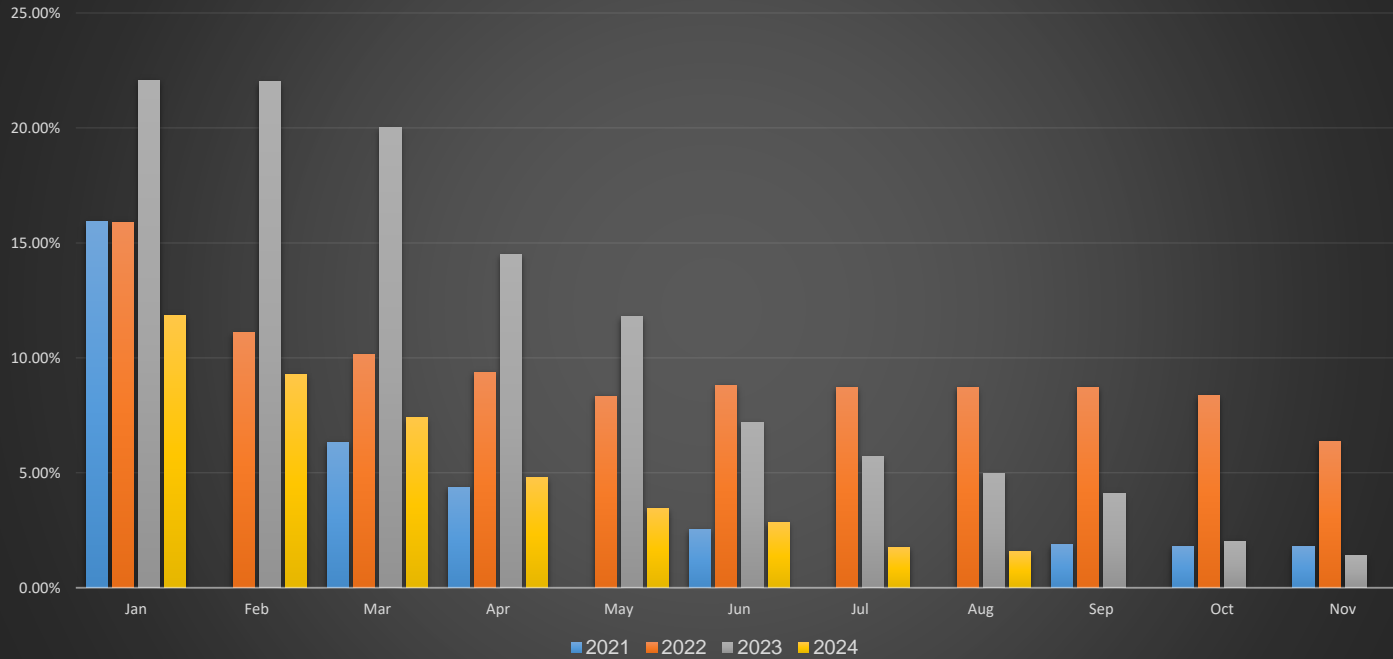
The team also engage with other residents, both formally and informally, to capture the customer voice and experience and act upon it.

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 12.1, 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

End of Quarter Position:

Of the total Community Charge for Lawley Village of £676,059, £86,247.24 is currently outstanding this includes allocated Direct Debits.

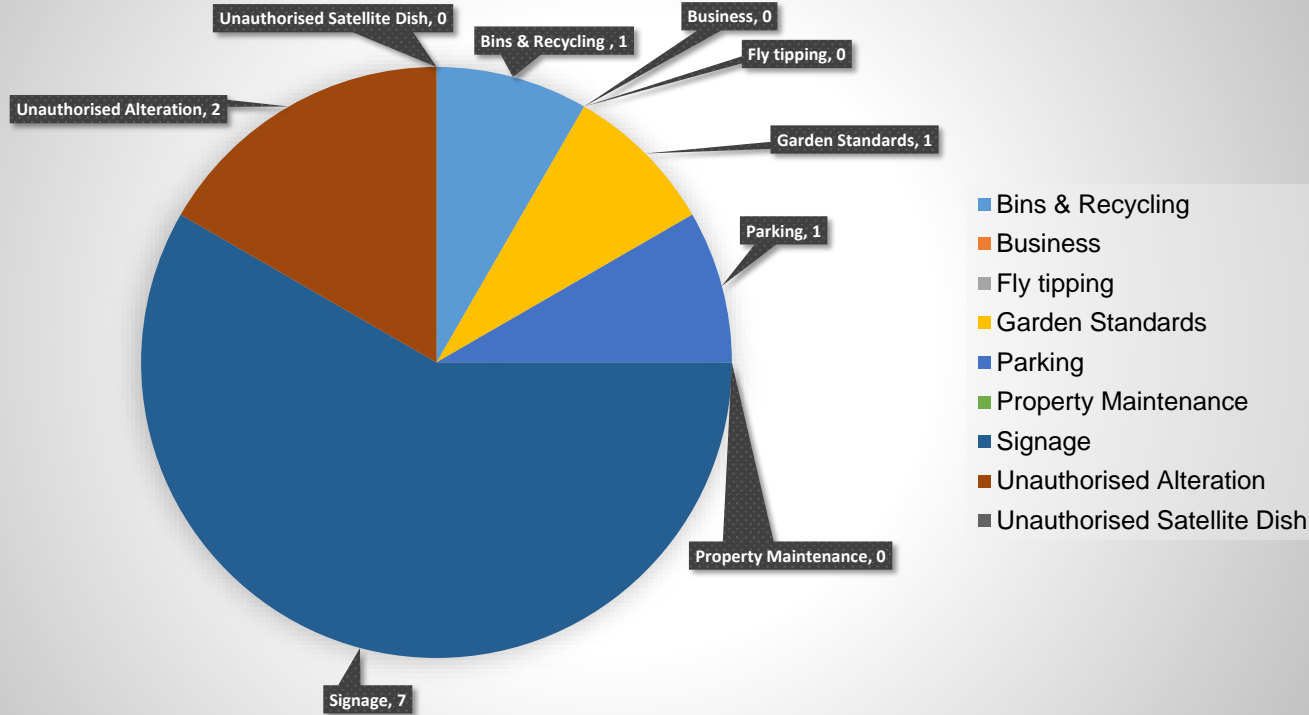
True arrears of £10,567.55 where no payment plan is in place, this includes debt from previous years. **1.56%** of the amount due is outstanding. This is against a KPI of **2% maximum** and is the lowest end of Q3 total recorded since the data started to be collected in 2021.

The total number of accounts in arrears is **92**, this compares to 149 and 293 at this stage of 2023 and 2022 respectively.

18 households have debts of over 1 year old. This has reduced from a peak of 244 homes in April 2023 and is indicative of the good work being completed by the income recovery team.

1236 households (circa 43%) pay by Direct Debit (DD). In 2023 the figure was 1123 which was similar percentage of completed homes at that time - this indicates that the majority of new home owners are choosing to pay by DD. The team will be running a campaign to steer householders towards DD's during 2025.

Q3 2024 - Breaches Types



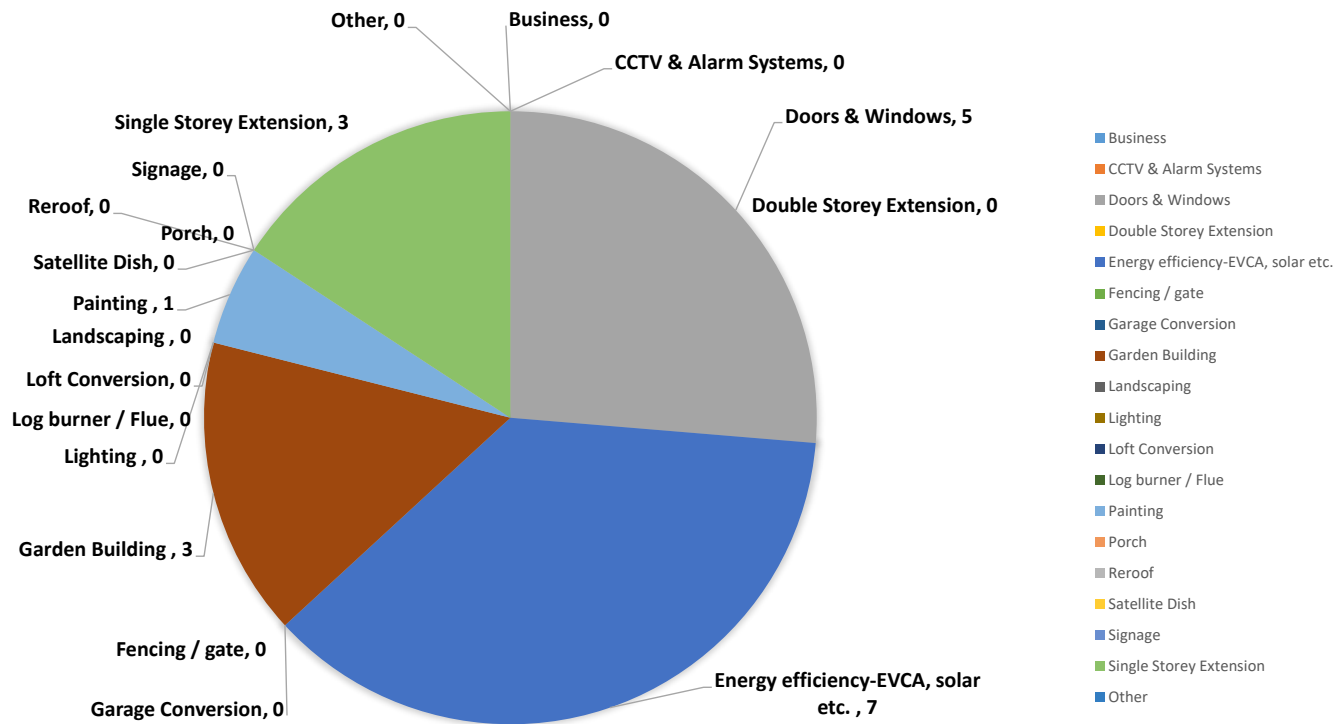
Breaches

There were 12 recorded breaches in Q3.

Signage had the highest number of breaches, these mostly related to for sale/to let signs and were normally resolved after the first letter.

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

It is expected that the number of breaches will rise during Q4 as the new Estates Officer settles in to her role.



ALTERATION APPLICATIONS Q2 2024

Alterations

Alteration requests remained stable in Q3 with 19 applications having been received (20 in Q2).

No appeals were received in Q3, this continues to demonstrate that the free pre-application advice means that the vast majority of applications are compliant prior to submission.

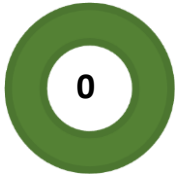
The team are not able to fully explain why alteration request numbers remain so low but anecdotally uncertainty around the General Election and a focus on interior work within homes (particularly in the earlier phases where kitchens and bathrooms are getting to an age where replacement may be desirable, alongside some changes in technology (particularly no desire to fit satellite dishes) have all contributed to lower numbers for the past year or so.

As there is no evidence of any significant increase in unauthorised alteration breaches (2 in Q3) it is not felt there are systemic issues with the process itself.

It is pleasing to see that Green alterations such as solar panels now form the majority of application.

Estate Management & other indicators Dashboard

Number of RIDDOR reports in 2024



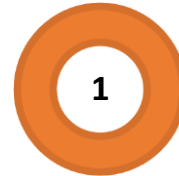
Number of Estate Inspections completed Qtr. 3



Number of formal compliments received Qtr. 3 2024



Number of formal complaints received Qtr. 3 2024



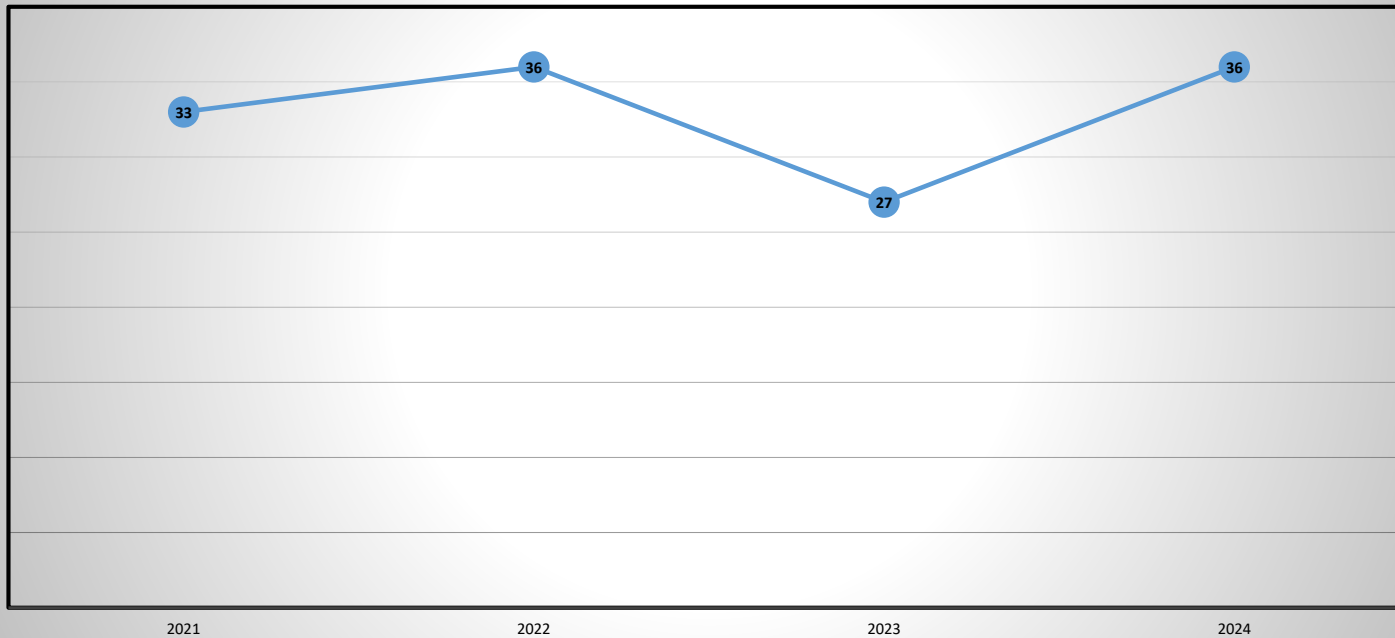
Estate Management & other indicators

Estate Inspections are now fully back on target (100% compliant) after a period of being low due to staff recruitment. All areas are visited formally at least once per month but, in reality, the team are in each area on a weekly basis and issues are raised whenever they are seen.

One formal complaint was received in September 2024, this regarded a resident's perception of the upkeep of public open space currently under the control of developers. The E&S Manager partially upheld the complaint as it was evident that BVT staff had seen that the standard had fallen but failed to hold the developers to account about the issue. A team briefing has been held regarding reporting of issues that are not within BVT's area of responsibility.

There were 36 change of ownership instructions in Q3 2024 (this number does not include new build transfers). This number is similar to previous years (but with a significantly larger stock of homes since 2021). The relatively low number is indicative of Lawley remaining a place where people wish to live and a place where residents settle. Phase 11 is now in full flow in terms of build rate with all three developers now only working on that phase.

Q2 Home Sale Instructions Received - 2021 to 2024



Community Development & Partnership Dashboard

	Number of community volunteers in our community places (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)
July	52	2933	40	33	1	78	520	60	17
August	48	23	43	34	1	80	230	61	18
September	100	2651	45	34	2	82	265	105	14

Community Development & Partnerships

See the detailed Community Development and Partnerships report for further details.

Please note that the apparent high number of consultations is due to the LMC election process.

Lawley Management Committee	
Date	9th November 2024
Item 13	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 3 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 13.1 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 which continues to be a success.

COMMUNITY ACTIVITIES

Reports on events held during the period can be found in Appendix 13.1

PARTNER ENGAGEMENT

During Q3 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) – Q3 July 24 – BVT Lawley Village

Outreach

- SEND IASS Telford, CAB, Antenatal and TWC have all made bookings at the hub. This will bring in revenue for the hub from hire of the meeting room. TWC held the planning consultation at the hub and we hosted 60 people for the drop in session. Expecting antenatal classes have commenced the first block our courses on Wednesday evening, we are trailing staggered staff shifts to meet the staffing demands in the hub. SEND IASS have also commenced their outreach sessions which were well received. Read Easy are visiting to complete their baking and we are now a spectacle recycle centre with Ironbridge Lions. Artwork is continuing to come into the hub. Expecting antenatal classes have commenced the first block our courses on Wednesday evening, we are trailing staggered staff shifts to meet the staffing demands in the hub. SEND IASS have also commenced their outreach sessions which were well received.



- In addition to the new installation of Interpretation Boards and History Trail walks, we have developed open spaces flyers and children's activity worksheets to encourage nature spotting and use of the interpretation boards. These were advertised as part of the Children's Holiday Activities for 'Love Parks Week' in July.



- Telford Frist Responders used the hub drop-in open hours on the first Saturday morning of the month to connect with residents. LP researching possibility of using some of these open times to run courses for community groups.



- Representatives (reps) from 18 local partners and charities attended our Community Coffee Morning on Thursday 12th September. We have moved towards a hive model in the hub, where any visitors can find reps from multiple sectors, this was extremely popular (36 people). POI: A resident walked in with a query for the E&S team and the partner we needed to refer them to was present the coffee morning, so the resident had direct and immediate contact. We had effective feedback about the networking opportunities.



Sept – Community Coffee Morning with partners at Lawley Community Hub supporting AgeMillion



- Puppies and Friends Academy – visited Lawley and we went to the care homes. We are in discussions with Siobhan about the price list for engagement sessions with therapy dogs. Ernie, a certified therapy dog, visited the hub, the parish office, Lawley Bank Court and Telford Hall.



- We completed a consultation meeting with residents on the Small hill Apartments refurbishment and the sinking fund, the meeting was held in the church hall close to the properties and in a neutral setting.

Partnerships

- We continue to work with partners for events, activities and grant funding services for local groups and charities. For example, Telford Steam Railway approached us for help for an event to open the Lawley Station and LP has approached the Parish Council who have then agreed with Councillors to pledge some Pride funding for a steam train to run. Approx £600. Funding is secured from LOPC and Councillors for £1200, however the event will be postponed until May to allow more time to finish the access and station. The funding terms will still be honoured. We are working with the railway to celebrate our heritage for the BVT125 anniversary in 2025 and the 200 year anniversary of steam railways. See video for update from group [TSR Railway Roundup - North British Repairs, Lawley Station Update, New Arrivals \(youtube.com\)](#)
- Community Volunteer Group – we have been asked by the partners to launch the use of the portal for volunteers, we have created some volunteering roles and will be canvassing so people to apply. we have been working on the online portal and its useability. BVT and LOPC have been adding volunteering opportunities to the portal with job roles and descriptions.



- We are continuing to work with partners to develop the Incredible Edible Network. LP has been mapping the needs/offers from groups to form support bubbles. LP has shown Emma Cantillion from Shropshire Good Food Partnership the paddock space in the NAPR which we could use for a Community Supported Agriculture space.
- HACT Conference – LP attended the conference in Birmingham for 'The centre for excellence in community investment conference 2024'. We gained insight from talks and breakout sessions on digital inclusion, group mentoring/ grant matching and resident voice. LP has made contacts with partners from other housing associations and community action groups in Telford. We will also be using a social value calculator from HACT soon after a training module.



- Working in partnership with LOPC, we have been successful in acquiring a £1000 of LPB money for the Christmas Event, along with £450 of pride funding (BVT and LOPC have also contributed to the event). Collaborating with partners and pooling grant funding has made a significant impact to maximises our use of funding for the mutual benefit of participating



organisations.

- Many local businesses have donated prizes or sponsored items in the 5k Fun Run goodie bags, we have had good engagement from services and shops around Lawley Square.



- BVT provide chocolate hampers for charitable endeavours of our partners by request, these are extremely popular and lead to conversations about the Cadbury connection of our heritage. (For example, we supported Lawley Village Line Dancing Club with their Autumn charity fundraiser event for MND). The staff shop have said the hampers are coming to an end soon, we will be looking for new prizes to donate and branding some promotional items.



•

Events

- Summerfest took place Saturday 6.7.24 on the Village Green in Lawley. We expected attendance of up to 1000 people for our annual flagship event which is much loved by the residents. There was some disruption from rain but the event was still extremely well attended and the clicker count numbers showed we were approaching our target number across the 8 hour festival. A variety of musical acts, community stalls and local businesses are attending.



- Wellington Green Festival was held this month and BVT had a community stall to promote the Incredible Edible network and Lawley Village Green Group. We have met a lot of partners through this network and we have tapped into their specialist knowledge of growing and sharing foods.



- Children's holiday activities - This was launched early July for Lawley, Lightmoor Village and Overdale. LP successful in acquiring £250 of LPB funding for STEM based workshops. There have been 23 activities in Lawley and a total of 66 activities across 9 venues in Lawley, Lightmoor Village and Overdale. We have secured funding from a variety of sources to contribute to these activities throughout this year including BVT Lawley, BVT Lightmoor, LOPC, LPB, Levelling Up Fund, Safer Stronger Funding, Councillor's Pride Funding, LVDG and Urban Games. 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.

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



- The 5k Fun Run is in September – this has been our highest attendance of runners we have achieved, Donna's comms feature with Telford Live has raised the profile and bookings. The event was a huge success and remains a favourite with our residents in their social calendar. (240 runners, 40 Running club marshals, 42 staff/volunteers, 60 spectators). The charity to receive the funds this year is PODs, who were in excellent attendance.





- Garden Awards – we have 3 final entries now visited and confirmed as meeting the requirements in Lawley, now arranging to deliver the plaques and voucher prizes. M&BG have kindly sponsored the awards to give each applicant a voucher. All our recipients have agreed to use of their photos and write up so we will be doing a feature on social media.

Networking

- Community Volunteer Group (CVG) – Project team are working on this. We have discussed branding, website design and job roles through the portal. It is now ready to launch with LOPC and LCA in partnership with BVT.
- Lawley Arts and Crafters Network – LP is working with DC to plan release of an art exhibition in November. We will be going out on social media for more artists in residence too. The Community Art Project has been compiled, preview here:
https://www.canva.com/design/DAGScKi5iQA/q9gk-ooVOzOcSmJFn-iCw/edit?utm_content=DAGScKi5iQA&utm_campaign=designshare&utm_medium=link2&utm_source=sharebutton
- Lawley Armed Forces Network – The new Outreach worker from TWC attended the coffee morning and we are looking to utilise that partnership to offer services in our community. We have had 4 instances of armed forces veterans/families/serving-personnel contacting the network for support when in crisis or with concerns over the last 12 months and we have been able to signpost them to specialist services.
- Lawley Village Green Group – some members are attended the Wellington Green Festival and interest from 2 more gardeners from the Garden Awards as produce consultants with expert knowledge for community projects in the future.
- The BVT Sounding Group – two members have been co-opted onto the LMC and have filled in applications for the volunteer posts for election. Sounding Group to be used as feeder group for LMC. LMC chair has a potential member for sounding group. Recruitment needs to begin after LMC elections. Will be adding this role to the CVG portal.
- Youth Forum – Local policing team have asked we join them in booking another night with the gaming van. This was excellent for consultations last time. Weather was a big factor in determining attendance last time so will need to be taken into consideration.

Next Quarter – Q4 2024

- The Christmas Event planning with the parish collaboratively, has now moved to a high priority. Stalls are being requested, infrastructure is in place and entertainment is being scheduled.
- Planning with the project team continues for BVT 125 anniversary events in 2025. Other planned events include Community Art Exhibition, Remembrance, Halloween Activities and Community Coffee Mornings.

Eileen Hewer Community Fund Grants 2024

- Grants have been awarded in 2024 to the following groups:
- Total spent 2024 is £12670.55. Balance left £12329.45 (this includes the full costs of the scouts grant however this is being paid monthly to safeguard the fund, as per the panel's requests. This means it does not reflect the true actual spend.)

BVT Corporate

- HACT social value indicator training is coming up for community colleagues. This is in alignment with deep dive into our BVT Lawley added value review proposed by NF/LP, which is to compliment the hub income from rentals.
- 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 had a drop in coffee morning in the 350 Community Hub for colleagues on Wednesdays 24th July. Case studies included for reference. As well as the case studies, we are developing some common themes examples of how we deliver services across the three areas (35 people visiting). Case studies from the Communities Showcase are being collected to form a snapshot of BVT life, potentially to use for the BVT 125 anniversary celebrations.



Lawley Management Committee	
Date	9th November 2024
Item 14	Communications Report
Author	Donna Charway
Contact Details	donnacharway@bvt.org.uk 07515 066234



1. Purpose of Report

The purpose of this report is to inform Committee of the activities of the Communications Officer in Lawley during Quarter 3 of 2024.

2. Recommendation

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

3. Link to Strategic Aims, Objectives and Values

The work detailed in this report relates to the BVT Aims, objectives & values in the following ways:

- a) Promotion of partnership working – the Comms Officer works across various partnership projects and provides the lead for comms plans for “anchor” events such as Summerfest, Christmas Fayre and the 5k fun run. Content from partners’ news & social media feed is also regularly shared onto BVT feeds to maximise the information available to BVT customers.
- b) Innovation – The BVT Lawley website is more adaptable and dynamic than previous iterations.
- c) Integrity – The Comms Officer holds the team to account when enquiries come in via social media etc. ensuring the customer receives an accurate and timely response. Substantial amounts of work have gone into ensuring any communications from BVT are accurate, even if that is uncomfortable for BVT or the team.
- d) Community Building – the Comms Officer works closely with the Community Development and Partnerships Officer to maximise the impact of her work.
- e) Inspiring learning and sharing – by sharing the work done by the team residents become more aware of what can be expected of the team.

4. Financial Impact

Accurate and timely communications to customers can help them understand the impact BVT has on the community and therefore it is hoped that customers will pay their community charge in a timely manner.

5. Value for Money Impact

Much of the communications carried out for Lawley are in electronic format by default (with hard copies available on request) this normally offers best value for money for the charge payers of Lawley.

At times resources are shared with BVT Lightmoor offering some economies of scale and value for money.

6. Risk and Assurance Impact

Good customer communications works towards reducing Risk No3 on the Lawley Risk Register (Brand Damage).

7. Compliance with Relevant Legislation and Regulation

The Comms Officer works in a compliant way – particular areas of regulation that apply are GDPR and the Charities Act.

During Q3 2024 care was needed not to make any inappropriate comments during the UK General Election.

8. Equality, Equity, Diversity & Inclusion Impact

The Comms Officer ensures that all residents are treated with equity, equality and are included in all comms.

As far as possible the diverse nature of the community in Lawley is represented and celebrated.

9. Customer Voice and Impact

The Comms Officers primary role is to ensure that customers are informed but the fact is that the communications are a two way street and so ensuring the Customer's Voice is heard by the appropriate team members and acted upon is also a key aspect of her work and is reflected in the information within this report.

10. Report

The main body of the report is contained within Appendix 14.1.



Lawley Customer Communications Report Q3 2024



Q3 2024 Overview

- The communications plan for the LVC elections was successful, with a mixture of videos, posts, Facebook lives and drop-in sessions. Engagement was positive and website pages appeared in the top 10 most visited.
- A successful communications plan was carried out for partner events Summerfest and Lawley 5K fun run with excellent results.
- This quarter saw a decrease in positive engagement on Facebook, with more comments around observing LMC meetings and elections. Although the number of followers have increased, meaning it's still about the silent majority that we target.
- Promotion of activities and events continue to be well received,

Our Communication Platforms

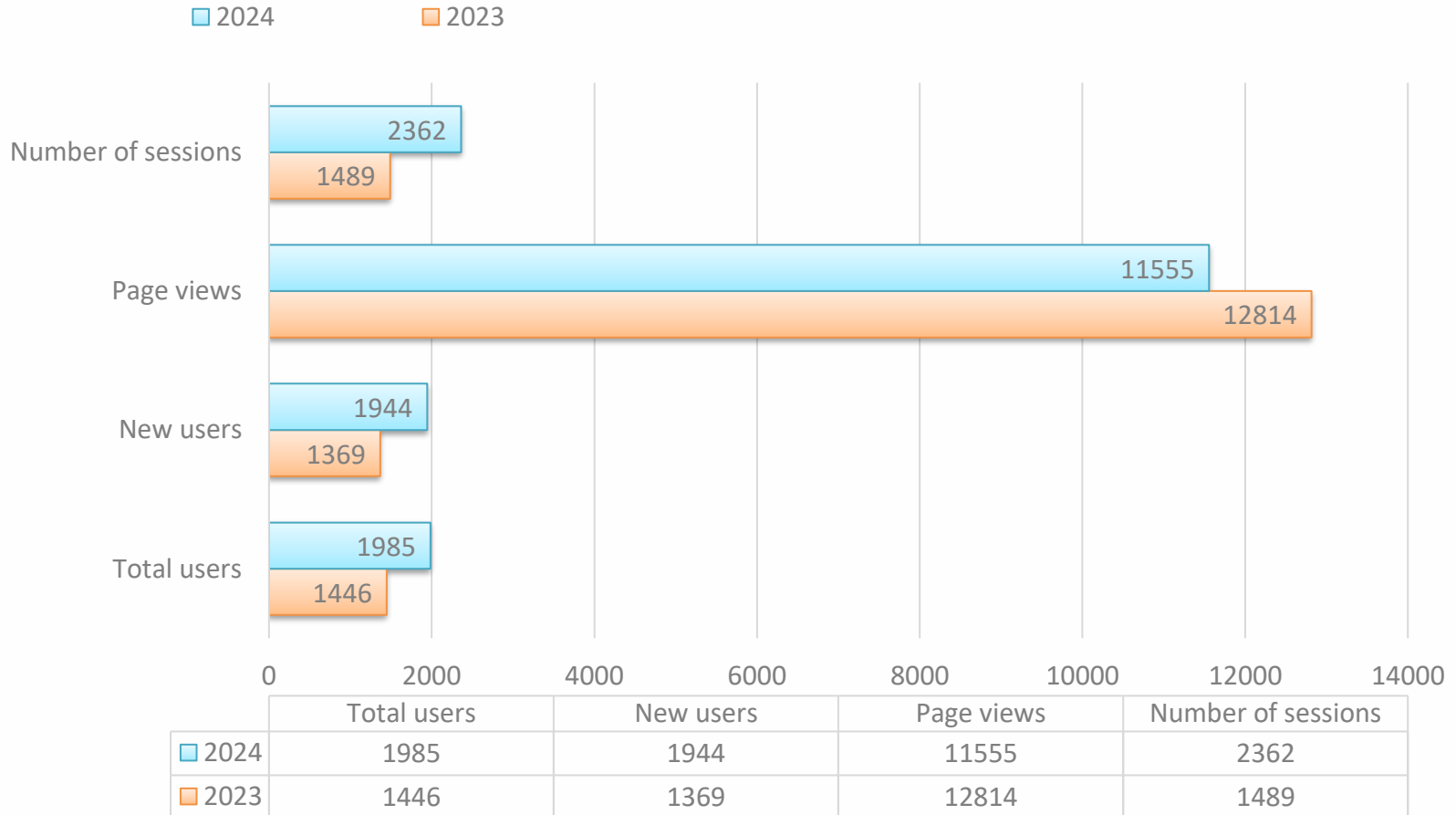
Off-line	On-line
In-view (quarterly tenant newsletter)	On-line newsletter (bi-monthly)
News releases/Radio interviews	Website
Mass/individual letters/emails/calls	Social media
Posters	Internal – Staff Bulletin
Flyers	Internal - Intranet
Face to face	
Newsletters	

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



The results show a steady increase in the number of sessions on the website. This shows how users interact with different pages. By measuring this and using the information of pages visited (see next slide) we can make informed decisions to maximize our website performance and improve user experience.

Top 10 website pages visited

Page
Welcome to Lawley Village – home page
About Lawley Village
News (general news page)
Events (general events page)
Lawley Management Committee
Lawley Management Committee Elections 2024
Grounds Maintenance Reports
Lawley Village Maps
What to do when selling your home
How to alter your home

The results continue to indicate the interest in our News and Event sections, during this quarter they were the top pages visited apart from the home page and about Lawley Village. The communications plan for the elections, which signposted people to the website also ensured the information we wanted to share was accessible, even to those who don't use social media.

BVT Lawley website

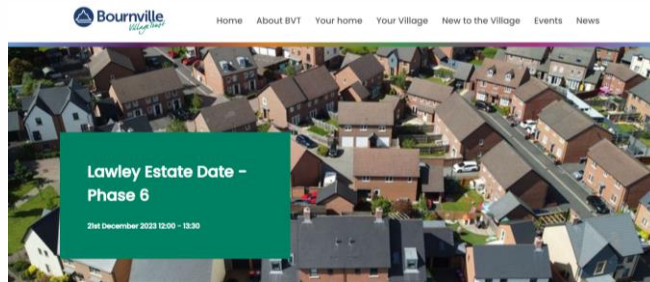


23 events added to website (compared to 9 in Q2)



Keeping our news and events section of the website up to date encourages regular visits to the website – especially for those not using social media.

6 estate dates added to website (compared to 8 in Q2)



9 news stories added to website (compared to 13 in Q2)



Traffic acquisition (based on new users)

Method	Meaning	Number/%
Direct	Used the URL to go directly to the page	44%
Organic search	Unpaid listings on search engines e.g. a resident will search for the topic they are interested in	40%
Organic social	Click throughs via social media	11%
Referral	Via another source e.g. website	5%

- Nearly 50% of our website traffic come from directly knowing our web address.
- Acquiring traffic from different sources (eg as above) is positive as it ensures our website address is seen across a number of platforms.

Comms partnership work

- Summerfest
- 5k fun run
- Summer holiday activities
- Community Volunteers website



We create and manage the communications for the above on behalf of Lawley Partnership Board. Regular meetings take place for each project ensuring communication consistency on all our and partners platforms

Summerfest Communications



On behalf of Lawley Partnership Board, we manage the Summerfest Communications plan and Facebook page.

Summerfest 2025, 5th July



Summer Fest, Telford

542 likes • 627 followers



See dashboard

Edit

Advertise



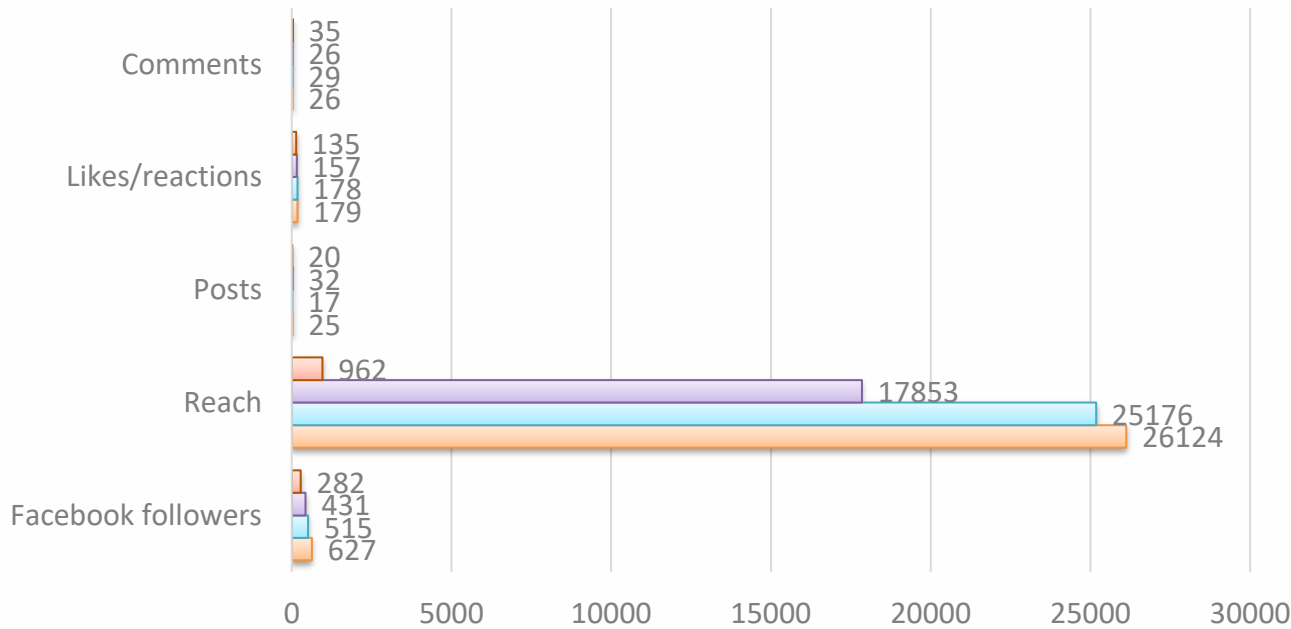
Popular free family event returns this Saturday

The popular free family fun event – Summerfest – is once again returning on Saturday, 6 July, from 1pm until 9pm on Lawley Village Green.

Published Jul 2



Summerfest - Facebook account



	Facebook followers	Reach	Posts	Likes/reactions	Comments
2019	282	962	20	135	35
2022	431	17853	32	157	26
2023	515	25176	17	178	29
2024	627	26124	25	179	26

2019 2022 2023 2024

We took responsibility for Summerfest comms in 2022 and working in partnership with Lawley & Overdale Parish Council has shown a rise in not only number of followers but also engagement and reach.

Lawley 5K fun run communications



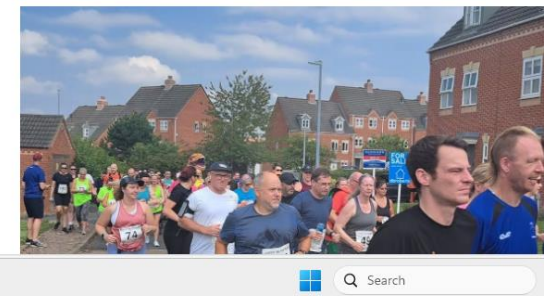
On behalf of Lawley Partnership Board, BVT manage the Lawley 5K fun run Communications and Facebook page. This year following articles in the Shropshire Star and Telford Live, the race was fully subscribed for the first time in its history.



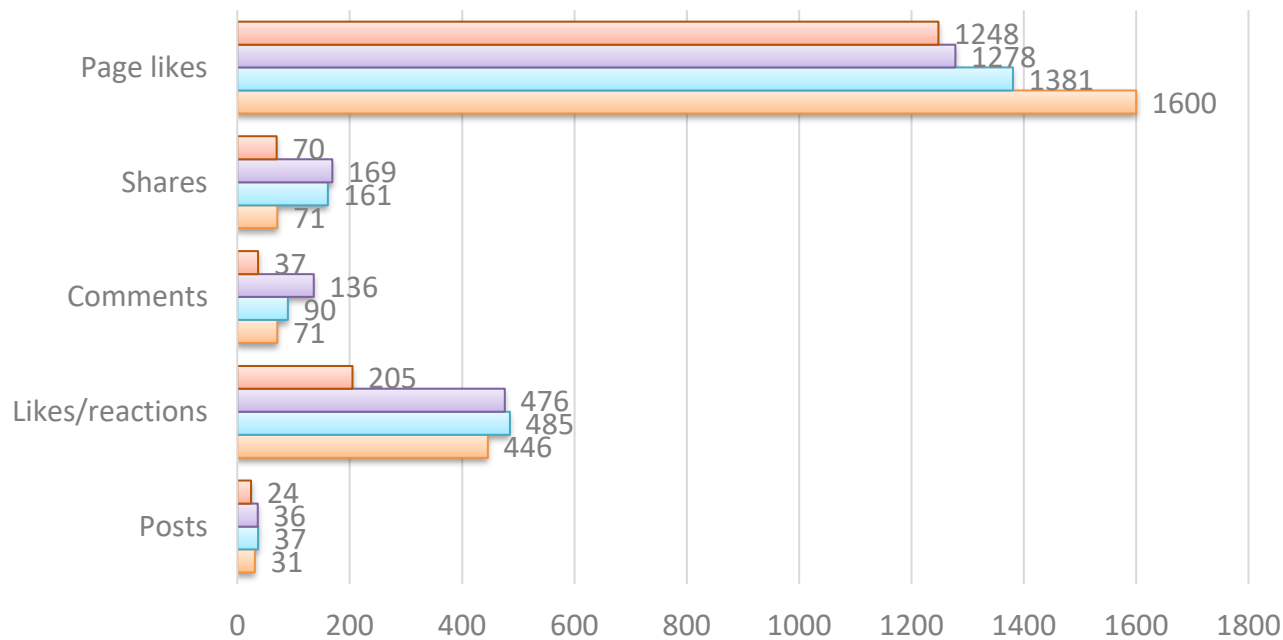
Registration open for popular Telford 5K fun run next month

Registration is open for this year's popular Lawley 5K Fun Run, which is returning on Saturday, 7 September in the village centre, starting at 1pm.

Published Aug 8



Lawley 5K Facebook page 2021-2024 comparison



	Posts	Likes/reactions	Comments	Shares	Page likes
2021	24	205	37	70	1248
2022	36	476	136	169	1278
2023	37	485	90	161	1381
2024	31	446	71	71	1600

2021 2022 2023 2024

As this year's race was fully subscribed, there were less posts on social media in the follow-up to the race, which resulted in a slightly lower engagement rate.

in View

Autumn 2023

Your quarterly resident newsletter



BVT's magazine posted to all tenants in Birmingham and Telford four times a year.

Residents come together to mark baby loss awareness

Last year, following a request from a resident, a special event took place in Telford to mark Baby Loss Awareness Week.

The annual week, which runs from 9th-16th October, aims to support anyone touched by pregnancy and baby loss.

This year events are planned in

both Lawley and Lightmoor Villages to mark the week and details will be available at www.bvtlawleyvillage.org.uk and www.bvtlightmoorvillage.org.uk

If you have been affected by baby loss and would like to get involved in the Awareness Week or need support, please go to <https://babyloss-awareness.org/>

Save the date! Christmas events coming soon

Christmas festivals and events will be taking place across neighbourhoods in November and December.

Bournville Christmas festival and lights switch on will take place on and around Bournville Village Green on 30th November. The event is organised by community and faith groups.

More details are available at www.bvt.org.uk and on our Facebook page.

Lightmoor Village will mark the

start of the festive period on 8th December with a lights switch on, market stalls, music, food and special guests.

Full details will be available at <https://bvtlightmoorvillage.org.uk/> events.

In Lawley, the Lawley Partnership Board (which includes BVT) will hold a Christmas event and carol service on 7th December in Lawley Square. It will include a festive market, carols, entertainment and activities. Full details will be available at <https://bvtlawleyvillage.org.uk/events>

Give away your unwanted glasses to help others

Residents in Lawley and Lightmoor Village who have unwanted or damaged glasses can now donate them to a good cause.

We're working with Ironbridge & Severn Gorge Lions who collect glasses and then sort and send them around the world for people in need. You can donate your unwanted glasses, including children's glasses, by popping into BVT's office in the Oak Tree Community Centre in Lightmoor Village or Lawley Community Hub.



Summer of fun for families

Scores of young people enjoyed 66 free activities and events including mini Olympics and football over the summer.

Following feedback from parents, activities were also put on for very young children and youngsters aged 14 and over in Lawley and Lightmoor Village.

In other news, an annual event to celebrate Lightmoor Village took place on Saturday 28th September. The event showcased the activities and events that take place in the village through displays and performances.

Fireworks display set to be 'Weoley' good

Community Hub welcomes more partners

The Lawley Community Hub is welcoming lots of great community groups and organisations that are bringing different services to the area, less than a year after it officially opened.

Citizens Advice are holding regular sessions at the Hub and will do so for at least the next 12 months. Other groups/clubs that have used the venue include SEND HSS, Read Easy,

Telford and Wrekin Council's planning department and incredible table.

The Hub has also hosted a MacMillan Coffee morning, CPD drop in training, community coffee mornings and art and craft classes.

Unlucky Powell, Community Development and Partnerships Officer at BVT, said "The Hub has been open since February and the feedback from

local people has been great. Residents have told us that being able to drop into the Hub and meet a range of partners has meant they have access to services they wouldn't normally."

The Hub also has a meeting room that can be hired by members of the local community. For further details, please go to <https://bvtlawleyvillage.org.uk/> hiring-the-lawley-community-hub/



In the summer issue, five articles were printed mentioning Lawley. As the newsletter is posted to every tenant in Lawley, 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



Originally the online newsletter was aimed at homeowners, as tenants received Inview magazine. Now, the online newsletter is available to anyone who subscribes. As it's issued every two months, it provides opportunities to update residents more frequently. In the July and September issues, seven articles mentioning Lawley were included.

Summer activities in full swing across Birmingham and Telford

With summer holidays in full swing, we're delighted to be working with various partners to bring a wide selection of activities and events to our Birmingham and Telford communities.

In Birmingham, [Sally Morgan Museum](#) is open throughout the summer and BVT residents can get free entry to the museum, with proof of address. There are a range of other activities and events across the area including, summer football camps, pottery workshops and circus skills. To find out more, join the Bournville Village Trust Communities group on Facebook - [Bournville Village Trust Communities | Facebook](#)

In Lawley and Lightmoor Villages, there are sports activities, including cricket and football, as well as one-off events such as cooking workshops and magic shows. For Lawley events, go to [Lawley](#)



Nominations open for Lawley and Lightmoor committees

Nominations are currently being sought in Lawley and Lightmoor Village for BVT residents to join our resident-led management committees.

The committees work alongside our Lawley and Lightmoor Village Estates and Stewardship teams for the benefit of the whole community. To be eligible to join the committee, you need to be:

- 18 years or above.
- Live in a charge paying household in Lawley or Lightmoor Villages (there can only be one candidate per household). Members can be tenants, freeholders or leaseholders.
- Not to be disqualified from acting

Resident-led elections 2024



[Go to our website](#)

Still time to enter this year's Lawley 5k fun run

There are limited places left for this year's Lawley 5K fun run on 7th September. The event is organised by Lawley Partnership Board and Lawley Running Club and this year it will raise money for charity [PODS](#).



It's a great family occasion and there are prizes on offer for the best fancy dress costumes. You can sign up for the event by clicking the link below. There is no lower age limit, although children have to be accompanied by a responsible adult.

Voting open! Contested elections in Telford for first time

Lawley and Lightmoor Village residents are being invited to vote in the 2024 resident-led management committee elections, which are contested for the first time since the committees launched in 2021.



In the summer, Lawley and Lightmoor Village residents were asked to nominate themselves for the resident-led committees. Following this, Lawley Management Committee received seven nominations for five available places and Lightmoor Village received six nominations for four available places. In September, each household will receive a letter with details of each candidate and a ballot sheet to vote.

The elections are being managed by an independent electoral service company - [MIVoice](#) - and they will be sending out reminders to vote before the deadline, which is 11.59pm on 7th October. [More](#)

Baby Loss Awareness Week events

Residents in Telford are being invited to join special memorial services to mark Baby Loss Awareness Week.



Last year, a memorial service took place in Lawley following a request from a resident and as it was so well received, events have been planned for Lawley and Lightmoor Villages this year.

Lawley - Saturday 12th October, 10am-12 noon. Memorial service at Lawley Community Garden followed by refreshments at Lawley Community Hub. For full details at [Lawley Villages - Lawley's Baby Loss Memorial Service](#) ([bvt.lawleyvillage.org.uk](#))

Lightmoor Village - Saturday 12th October, 10am-11.30am. A ribbon remembrance service at Holywell Meadow Orchard, followed by refreshments at the Oak Tree Community Centre.

Info about Baby Loss Awareness Week

Children's holiday activities a huge success

Working in together with 12 partners, young people across our communities in Lawley and Lightmoor Villages were able to enjoy a range of activities and events during the summer holidays.



In total, 50 different sessions took place which, following feedback from residents, included activities for under five year olds and young people aged 14 and over.

All events, which ranged from magic shows and mini athletics to football and cricket, were free, with priority given to local residents.

One resident said: "I must say the magic session was brilliant - we all had a great time. It was so lovely to laugh and just have fun."

Lawley Community Hub available for local groups and clubs



Following its official opening at the beginning of the year, the Lawley Community Hub is available to hire.

Since it opened, the Hub has been welcoming many partners, who bring different activities and services to the area. These range from educational opportunities to networking, training and community building.

Partners and activities have included SEND IASS, animal classes, Read Easy, Telford and Wrexham Council Planning Consultations, MacMillan Coffee morning and CPD drop-in training.

Citizens Advice Bureau is also now a regular user of the Hub following. They said: "Some of our clients are unable to travel to our offices, so to be in the heart of their community has proved to be beneficial and given them the opportunity to access services they

[Book your place now](#)

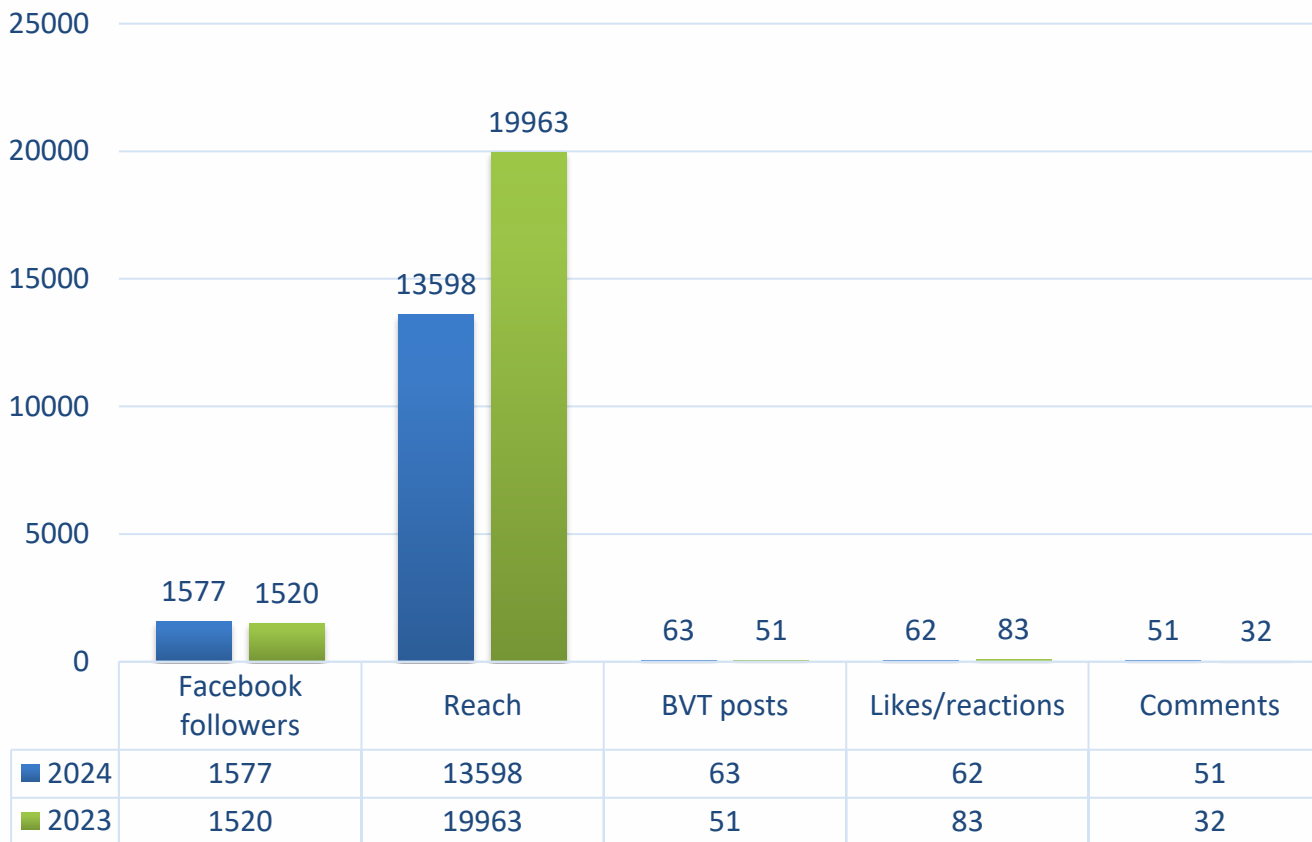
Intranet

This is BVT's employee web platform, providing an opportunity for employees to catch up with what is going on across the organisation. In the third quarter of the year, four posts mentioning Lawley were included on the following topics:

- Lawley celebrates successful Summerfest
- Committee elections launched
- Virtual noticeboards issued
- BVT shortlisted in UK housing awards



Facebook engagement



- The number of followers continues to increase, however for the third quarter of 2024, engagement was lower and comments higher. The comments were based on the publishing of LMC minutes and the first committee meeting residents could observe. Other comments were around the forthcoming elections.

Most engaged Facebook posts

Biggest reach – Share of pre-planning consultation

Most comments – Lawley Management Committee



The posts demonstrate alignment to our aims including community building and place-shaping. We don't shy away from areas that may create negative feedback e.g. the sharing of the pre-planning consultation and Lawley Management Committee meetings

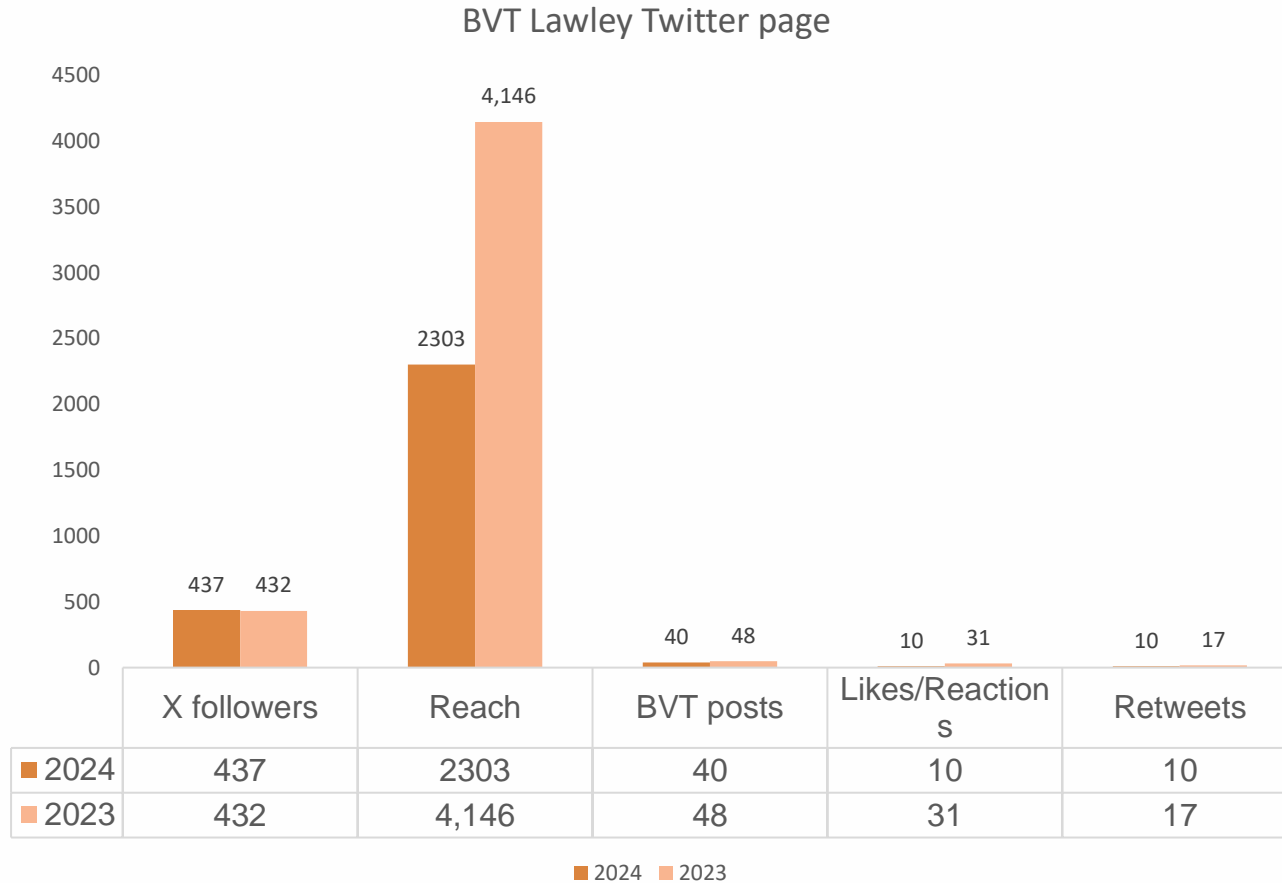
Facebook direct messages

Eight direct messages received concerning:

- Seven messages relating to litter, grounds maintenance and parking
- One message requesting management pack as selling home

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



- Followers have slightly increased compared to the same quarter last year, however reach and engagement is lower.

Lawley comms projects



Overview of main communications projects with Lawley team during Q3

LVC Elections 2024

Objective: Following the results announcement of a contested election, communications required to promote the ballot and to announce successful candidates.

How:

- Publish video of chair announcing there will be a contested election and information on the voting system.
- Regular reminders to vote.
- Publish video of chair announcing successful candidates.
- Organise photography of new and existing members.
- Update the committee page on the website.

Results: Communications were posted on social media directing to website, ensuring the news page and committee pages were in the top 10 most visited during the third quarter of the year.

Voting took place via paper or online, no recorded issues within Lawley and voting percentage was online with similar type elections (according to Civica).

In the final quarter of the year, new photographs will be taken and the committee webpage updated.

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:

- Successful communications carried out with an increase on engagement (separate slides for full results).

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

- The group met and discussed amendments needed. A marked-up version was sent to the design agency.
- A draft version was received and suggestions made back to the agency.
- A revised version is due to be returned in time for the next committee meeting to sign off.
- Next steps will be to agree the communications plan to announce the revised Design Guide.

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

- For the first time the race was fully subscribed. Our press release was published on Telford Live, which resulted in an uplift of approximately 50 places being booked.
- Communications continued to be positive – see separate slides for results.

Q4 plans

- Update committee website and promote new members.
- Create and implement communications plan for Christmas event.
- Promote opportunities with the community volunteer group.
- Finalise Design Guide and create communications plan.
- With team carry out website audit and update any relevant areas
- Continue to liaise with Community & Partnership Development Officer to promote activities, events and opportunities for residents.
- Create and issue online newsletter ensuring any opportunities for Lawley are included.

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	None
		3	Minutes of 28 th November 2023 Meeting	JH	Approved
		4	Matters Arising	JH	Approved & Noted
		5	LPB/BVT Lawley Resourcing (for decision)	NF	Approved
		6	Quarterly Performance Report	NF	Noted
		7	Quarterly Financial Report	TR	Noted
		8	Estates & stewardship Update	NF	Noted
		9	Committee Member Items	JH	None
		10	Committee Effectiveness Review	JH	Noted
		11	LPB Update	TR	Noted
		12	Risk Register	TR	Noted
		13	LMC Working Group Updates	JH	Noted
		14	Appeal Panel Notes	NF	Noted
		15	Meeting Plan 2024	NF	Noted
		16	AOB	JH	Noted
		17	Future Meetings	JH	Noted

5th March 2024	Working Group Meeting				
		1	Election Planning and Open Meetings		Noted
		2	Communications Plan and sub-group Terms of reference		Noted
2nd April 2024	Customer Communications Sub-Group				
		1	Group ToR's (See 5 th March meeting)	NF	Noted
		2	Receive Briefing on Q1 comms	DC	Noted
		3	Planned Comms Activity Q2 and beyond	DC/NF	Noted
30th April 2024	Quarterly LMC Meeting				
		1	Introductions and apologies	Chair	
		2	Declarations of interest	Chair	None
		3	Minutes	Chair	Approved
		4	Matters arising/outstanding actions	Chair	Approved & Noted
		5	Terms of reference and elections	HP	Approved
		6	Election of cooptee(s)	Chair	Approved
		7	Quarterly performance report	NF	Noted
		8	Quarterly financial report	TR	Noted
		9	Estates and stewardship update	NF	Noted
		10	Committee member items	Chair	None
		11	Committee effectiveness review action plan	Chair	Noted & Complete
		12	Lawley partnership board update	TR	Noted
		13	Committee working group update	Chair	Noted
		14	Appeal panel notes	Chair	Noted
		15	Meeting plan 2024	NF	Noted
		16	Any other business	Chair	Agreed Online Training.
		17	Confidential items		
4th June 2024	Working Group Meeting				
		1	Design Guide Review Proposals		Noted

2nd July 2024	Customer Communications Sub-Group				
		1	Receive Briefing on Q2 comms	DC	Noted
		2	Planned Comms Activity Q3 and beyond	DC/NF	Noted
		3	30 Year Financial Plan	PR	Noted
30th July 2024	Quarterly LMC Meeting				
		1	Introductions and apologies	Chair	
		2	Declarations of interest	Chair	None
		3	Minutes	Chair	Approved
		4	Matters arising/outstanding actions	Chair	Noted
		5	Lawley Community Hub re-design	NF	Approved
		5A	End of year Accounts (2023)	TR	Approved
		6	Quarterly Financial Report	TR	Noted
		7	Estates & Stewardship Update	NF	Noted
		8	Quarterly Performance Report	NF	Noted
		9	Community Development and Partnerships Report	NF	Noted
		10	Committee Member Items	Chair	None
		11	LPB Update	TR	Noted
		12	Meeting Plan	NF	Noted
		13	AOB	Chair	Noted
		14	Next Meeting	Chair	Noted
		15	Confidential Items	Chair	
17th September	Working Group Meeting				
		1	Design Guide Proposals	NF/NK/GW	
		2	Team Engine Use	HP	
1st October 2024	Customer Communications Sub-Group				
		1	Budget/plan/asset plan	TR/PR	
		2	Design Guide	DC/NF	

9 th November 2024	Quarterly LMC Meeting				
		1	Introductions and apologies	Chair	
		2	Declarations of interest	Chair	
		3	Minutes	Chair	
		4	Matters arising/outstanding actions	Chair	
			Decisions		
		5	Elections/approve new members/elect chair	HP	
		6	Elect Chair		
		7	2025 Budgets/asset plan/budget plan	TR/GL/PR	
		8	Lawley Community Hub re-design	NF	
		9	2025 LMC Meeting Plan	NF	
		10	Design Guide Review and launch plan	NF	
			Discussion		
		11	Quarterly Financial Report	TR	
		12	Estates & Stewardship Update		
		13	Quarterly Performance Report	NF	
			Noting		
		14	Community Development and Partnerships Report	NF	
		15	Comms report	NF	
		16	LPB Update	TR	
		17	Meeting Plan	NF	
		18	AOB	Chair	
		19	Next Meeting	Chair	
			Confidential Items		
		20	REDACTED		
		21			
		22			
		23			

9th November 2024 (PM)	Away Day				
		1	LMC History		
		2	LMC Today		
		3	2024 Achievements		
		4	2025 Priority Planning		
3rd December 2024	Working Group Meeting				
		1	Online Training Review		
		2	Hannah – Team Engine		

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.
Meet the contractor M&BG	NF & M&BG	