

**BOURNVILLE VILLAGE TRUST
LAWLEY MANAGEMENT COMMITTEE**

**Meeting of the Lawley Management Committee (LMC)
to be held on Tuesday 4th February 2025 at 1800hrs at Lawley Community Hub
& Via Video Link.**

A G E N D A

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| 1. | INTRODUCTIONS AND APOLOGIES | CHAIR | 6.00pm |
| 2. | DECLARATIONS OF INTEREST
Member to declare interests with any items <u>specifically on this agenda.</u> | CHAIR | 6.01pm |
| 3. | MINUTES
To receive and APPROVE the Minutes of the meetings held on:
• Saturday 9th November 2024 | CHAIR | 6.02pm |
| 4. | MATTERS ARISING/OUTSTANDING ACTIONS
To receive updates on outstanding actions from the previous Minutes (attached) | CHAIR | 6.10pm |

ITEMS FOR DECISION

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| 5. | COMMUNICATION FORUM
To receive a presentation from the Head of Communications.
To APPROVE the proposal regarding the Communication Forum | CP | 6.30pm |
| 6. | ELECTION OF VICE-CHAIR
To receive a report from The Head of Governance.
To ELECT a Vice-Chair for Lawley Management Committee | HP | 6.35pm |

ITEMS FOR DISCUSSION

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| 7. | QUARTERLY FINANCIAL REPORT
To receive a report (attached) | TR | 6.40pm |
| 8. | ESTATES AND STEWARDSHIP UPDATE
To receive a report (attached) | NF | 6.45pm |
| 9. | QUARTERLY PERFORMANCE REPORT
To receive a report (attached) | NF | 6.50pm |

ITEMS FOR NOTING

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| 10. COMMUNITY DEVELOPMENT AND PARTNERSHIP REPORT
To receive a report (attached) | NF | 6.55pm |
| 11. QUARTERLY COMMUNICATIONS REPORT
To receive a report (attached) | NF | 7.00pm |
| 12. LAWLEY PARTNERSHIP BOARD UPDATE
To receive a verbal update | TR | 7.05pm |
| 13. MEETING PLAN 2025
To receive a plan of future meetings (attached) | NF | 7.10pm |
| 14. ANY OTHER BUSINESS | CHAIR | 7.15pm |
| 15. DATES OF NEXT MEETINGS | CHAIR | |

FORMAL MEETINGS

13th May 2025

16th September 2025

11th November 2025 or Awayday 15th November 2025

WORKING GROUP MEETINGS

11th March 2025

1st April 2025

24th June 2025

2nd September 2025

21st October 2025

2nd December 2025

OPEN MEETING CLOSES

CONFIDENTIAL ITEMS – Redacted from Public Papers



Minutes of the Lawley Management Committee
Meeting held at Holiday Inn Telford and online via Microsoft Teams on
9th November 2024 at 09.30am

	PRESENT: James Haldron (JH) – Chair Arthur Tsang (AT) Ian Springle (IS) Grant Williams (GW) Garfield Parker (GP) Emily Bryan (EB) Kate Ballinger (KB) Mark Darlington (MD) Matt Gabbitas (MG)	
	IN ATTENDANCE: Tracey Rowe (TR) - Head of Estates & Stewardship Nick Freeman (NF) – Estates & Stewardship Manager Hannah Pryce (HP) – Head of Governance Shannon Reynolds (SR) – Minute Taker Donna Charway (DC) – Online Meeting Facilitator	
	OBSERVERS This is a public meeting; those joining can observe and interact with DC only.	
057/24	INTRODUCTIONS & APOLOGIES <u>Introductions:</u> Garfield Parker (GP) - newly elected resident committee member (previously a co-optee) Emily Bryan (EB) - newly elected resident committee member (previously a co-optee) Kate Ballinger (KB) – newly elected resident committee member Mark Darlington (MD) – newly elected resident committee member Matt Gabbitas (MG) – newly elected resident committee member <u>Apologies:</u> Pete Richmond (PR) Cllr Luke Lewis (LL)	

058/24	DECLARATIONS OF INTEREST GW advised that he was abstaining from the vote on Agenda Item 9 (Design Guide Review & Launch Plan) because he worked on the design guide refresh project. Committee NOTED the declaration.	
059/24	MINUTES JH tabled the minutes of the of 30 th July 2024 meeting (Appendix 3) and asked if there were any comments or amendments. None were received. Committee unanimously APPROVED the minutes of the meeting held on the of 30 th July 2024 as a true and accurate reflection.	
060/24	MATTERS ARISING/OUTSTANDING ACTIONS JH presented the outstanding actions schedule (Appendix 4). Action 045/24 (M&BG Update) - NF advised M&BG will be joining a working group meeting. Action 025/24 (Budgeted Interest Rate) -TR advised the interest rate has been added to the budget report. Action A007/24 (Communication Calendar / List) - DC advised this will be done for next year and shared with committee. Committee APPROVED and NOTED the Outstanding Actions Schedule	
ITEMS FOR DECISION		
061/24	2024 COMMITTEE ELECTION OUTCOME HP presented the report (Appendix 5) and asked if there were any comments or questions. Committee discussed the report. Comments included: <ul style="list-style-type: none"> • A 10% turnout is a good start. • Potentially would hope to see a higher turnout at the next election in two years. • There are lots of opportunities to engage with the community and raise the Committee's profile. JH thanked everyone who participated in the election. HP recommended the approval of the appointment of the five candidates to the Lawley Management Committee in accordance	

	<p>with the election results, as stated in the report (see Appendix 5, Section 2).</p> <p>Committee NOTED the report and unanimously APPROVED the recommendation.</p>	
062/24	<p>ELECTION OF CHAIR AND VICE CHAIR</p> <p>HP explained the Terms of Reference for the Lawley Management Committee states that the Chair can serve up to two terms of two years.</p> <p>HP advised that JH has served two years and recommended that he is re-elected as Chair of the Lawley Management Committee for his final two years.</p> <p>Committee AGREED to JH serving as Chair of the Lawley Management committee for the next two years.</p> <p>HP recommended that Committee appoint a Vice Chair; highlighting that Committee need to start thinking about succession planning for when JH steps down as Chair.</p> <p>HP to email members to ask if any are interested in nominating themselves for the Vice Chair position. If there is more than one nomination, a private ballot will be sent for members to vote on their preferred Vice Chair, and the results of that will be recommended for approval at the next meeting.</p>	HP
063/24	<p>LAWLEY 2025 DRAFT BUDGETS</p> <p>TR presented the report (Appendix 7, 7.1 & 7.2).</p> <p>TR presented the first recommendation 'To [discuss] and [approve] increasing the 2025 Community Charge, deciding between Option 1 and 2 under section 4 of this report.' (Appendix 7, Section 2) and outlined the options and their associated risks (see Appendix 7, Section 4&6).</p> <p>TR provided the commitment that BVT will produce a policy document next year to outline what the policy principles will be for Community Charge increases moving forward.</p> <p>Committee discussed the options with some members advocating for Option 1, while others supported Option 2. In their deliberations, members considered the financial implications for residents and the subsidised budget. There was broad consensus that communication with residents should clearly outline how and where the Community Charge is being spent, providing both explanations and a rationale to demonstrate its value for money.</p>	

TR advised that by being open and transparent, residents won't have to wait until June 2026 to find out what the money is spent on. They will have the estimated budget to see roughly where the money is going (see Appendix 7.1).

Committee discussed using operational expenditure savings, alternative methods of income generation, and grant applications to cover the budget shortfall (as per Option 2). There was a suggestion to withdraw the shortfall from the Eileen Hewer Fund, though it was noted that this could impact the community groups that rely on the fund.

AT proposed that, should the Committee vote for Option 1, funds from the Eileen Hewer Fund could be set aside as a support fund for the next year to help residents who may struggle to pay their Community Charge.

In response, a concern was raised that applying for a support fund might feel difficult or degrading for some individuals so committee would need to be careful with how this was implemented. However, it was also noted that the fund could serve as a safety net for those who may need it.

GW proposed that a report on the support fund be presented at the next meeting, outlining potential uses of the fund and how it could provide additional resources to the area.

It was suggested that a consultation could be held in the Summer to get feedback on the budget breakdown, the support fund, what residents want and what they think is value for money. So that by September, Committee can have a much more informed discussion.

A concern was raised that imposing a single charge on Lawley residents could disproportionately affect some individuals, as it is believed the benefits they receive in return for the charge vary significantly, with some residents gaining more than others. For example, grass cutting in areas of the estate they don't visit.

TR explained that maintaining the entire estate, including areas like the grass at the top of the road, benefits everyone. If those areas were neglected, it could lead to issues like fly-tipping and anti-social behaviour, which would lower the overall quality of the estate and impact property values. By everyone contributing to the upkeep, the estate remains clean, desirable, and helps maintain property values, regardless of the size of the home.

JH motioned for the Committee to vote on either Option 1 or Option 2 by a show of hands.

	<p>The vote was taken by a show of hands. Option 1 received 5 votes in favour, 4 votes against.</p> <p>Committee DISCUSSED the 2025 Community Charge and APPROVED Option 1 under section 4 of the report.</p> <p>TR advised that Officers would review the proposal to put aside a support fund and the proposal to hold a consultation and present a report at the February committee meeting.</p> <p>Committee briefly discussed the governance on voting within Lawley Management Committee. HP briefed Committee on how it is structured and who the voting members are, as per the Terms of Reference.</p> <p>JH highlighted the second recommendation under Section 2 of the report 'To [discuss] and [approve] drawing down from the Infrastructure Fund the sum of £62,934 to cover the shortfall in the budget.' and asked if there were any questions. None were received.</p> <p>JH motioned for Committee to vote on the second recommendation by a show of hands.</p> <p>Committee unanimously APPROVED the second recommendation in the report (see Appendix 7, Section 10 for further details).</p> <p>JH highlighted the third recommendation under Section 2 of the report 'To [discuss] and [approve] the draft 30 year Budget Plan (Appendix [7.2]), as detailed within this report.'</p> <p>TR advised the aim has been to align the plan with the Bank of England's target base rate of 2%. Going forward, we will assess the budget annually against this rate and use it to guide future charge increases. The committee sought cost certainty to ensure the long-term sustainability of the services, and this is what we've aimed to achieve.</p> <p>JH motioned for Committee to vote on the third recommendation by a show of hands.</p> <p>Committee unanimously APPROVED the 30-year Budget Plan.</p> <p>JH highlighted the fourth recommendation under Section 2 of the report 'To discuss and approve the draft budgets for 2025, as detailed within this report.'</p> <p>Committee unanimously APPROVED the draft budgets for 2025.</p>	<p>TR NF</p>
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	<p>JH highlighted that the report is recommended for approval to BVT's Board of Trustees in line with BVT's Financial Standing Orders.</p> <p>TR advised that the budget approvals are subject to the Long-Term Stewardship Group (LTSG) approval. And explained that LTSG membership consists of the developer consortium, Homes England and BVT.</p> <p>TR briefed Committee on the Long-Term Stewardship Agreement and the financial contribution made by the developer consortium to support the services, with the goal of achieving self-sufficiency due to an initial shortfall at the start of the development.</p> <p>JH queried if TR would propose a policy in terms of the Consumer Price Index (CPI).</p> <p>TR confirmed that this will be worked on and will aim to present this to Committee in the second quarter of next year, for the May meeting.</p> <p>Committee discussed the need to look at the issue of costs increasing if the CPI is low next year. It was noted that next year there will be only approximately £17,000 left in the Infrastructure Fund to subsidise the 2026 budget.</p> <p>An error was highlighted on the 30-year Budget Plan for the 2025 percentage uplift/decrease figure (Appendix 7.2). It was noted that this should be 3.2% not 3.1%.</p> <p>TR apologised and informed Committee that she would get this corrected, remove any conflicting information, and reissue it with an explanation note.</p>	TR
064/24	<p>2025 LMC MEETING PLANNER</p> <p>NF presented the report (Appendix 8 & 8.1) and asked if there were any comments or questions.</p> <p>It was highlighted that attendance for August meetings would be difficult due to school holiday commitments.</p> <p>JH proposed Committee agree the meeting dates and Officers will look at an alternative date for the August meeting.</p> <p>Committee AGREED the 2025 LMC meeting planner subject to an alternative date being so that no meetings are held in August.</p> <p>KB commented that they can't attend meeting on the first Wednesday of the Month.</p>	

	<p>GP commented that Wednesdays would be difficult for them to attend.</p> <p>SR to look at meeting availability and circulate an alternative date to Committee.</p>	SR
065/24	<p>DESIGN GUIDE REVIEW & LAUNCH PLAN</p> <p>NF presented the report (Appendix 9, 9.1 & 9.2) and asked if there were any questions.</p> <p>Committee discussed the revised Design Guide (Appendix 9.1 & 9.2). In summary, the key points discussed were:</p> <ol style="list-style-type: none"> 1. <u>Colour Palettes:</u> <ul style="list-style-type: none"> • MG inquired if colour palettes would be added to the guide. NF explained that due to the variety of palettes and styles across different areas of the village, this is challenging in terms of practicality, but it is being worked on. 2. <u>Consistency of Doors:</u> <ul style="list-style-type: none"> • MD queried why doors need to be a uniform colour and style. NF explained that there are options, but the goal is to maintain the street scene and character of the village. • TR added that at the start of the development, the stewardship service was set up to preserve the estate's character, with colour palettes included in the design code at the planning stage. The TP1 agreement ensures uniformity, such as requiring all doors on a street to be the same colour, to maintain the estate's appearance. • MG asked about the possibility of changing door colours if all residents on a street agreed. NF advised that each request is considered on its own merit, and any changes would need to comply with the design guide. 3. <u>Front Gardens & Breach Enforcement:</u> <ul style="list-style-type: none"> • MG asked whether the design guide would include details on the enforcement actions for unmaintained property frontages. NF clarified that would be a breach of covenant, whereas this is the design guide for property alterations. 4. <u>Vehicle & Parking Issues:</u> <ul style="list-style-type: none"> • MG raised concerns about parking, and NF explained that BVT can only enforce parking issues on private property (e.g., vehicles parked on driveways), not on public highways. However, issues on the highway can be reported to the appropriate authorities. • NF advised that parking issues in Phase 6 are being reported to the Neighbourhood Enforcement Officer. Residents are encouraged to report issues through the MyTelford app, the Lawley & Overdale Parish Council, or to BVT to pass on to the appropriate authorities. 	

	<ul style="list-style-type: none"> It was suggested that a future discussion could look at flexibility in parking enforcement, particularly regarding company vehicles parked on private drives, which may contravene the TP1 but could prevent road parking nuisance. <p>5. <u>Parking Signage:</u></p> <ul style="list-style-type: none"> MG questioned the legality of no parking signs and cones. NF explained that signage, including no parking signs, is explicitly regulated by the TP1 (the property agreement), and unauthorised signage would be a breach of covenant. <p>JH motioned for Committee to vote by show of hands on the Design Guide recommendation outlined in Appendix 9, Section 2.</p> <p>GW abstained from the vote.</p> <p>Committee unanimously APPROVED the revised Design Guide for implementation on 1st January 2025.</p>	
<u>ITEMS FOR DISCUSSION</u>		
066/24	<p>QUARTERLY FINANCIAL REPORT</p> <p>TR tabled the report (Appendix 10 & 10.1) and presented a summary.</p> <p>TR highlighted that the business rates bill from Telford & Wrekin Council (TWC) was significantly over budget. BVT did apply for the 20% discretion and the decision appealed but it wasn't awarded.</p> <p>MG queried why the insurance cost was quite high for Lawley Community Hub.</p> <p>Committee were informed that it was unclear in the rental and lease agreements when it would be billed, and as a result, two bills were received at the same time—one for 2023 and another for 2024—totalling more anticipated or planned for.</p> <p>JH asked if there were any questions. None were received.</p> <p>Committee NOTED the report.</p>	
067/24	<p>ESTATES AND STEWARDSHIP UPDATE</p> <p>JH tabled the report (Appendix 11) and asked if there were any questions. None were received.</p> <p>Committee NOTED the report.</p>	
068/24	<p>QUARTERLY PERFORMANCE REPORT</p> <p>JH tabled the report (Appendix 12 & 12.1) and asked if there were any questions.</p>	

	<p>KB raised concerns that the focus on equality, equity, diversity, and inclusion (EEDI) in reports (Appendix 12, Section 8) seems to lack tangible action, and questioned how it is being effectively measured. They emphasized that the committee does not represent the diverse community on the estate and suggested efforts be made to ensure EEDI is more than just a formal statement.</p> <p>AT acknowledged the need for improvement on diversity data collection. Stating that EEDI should be incorporated into every decision-making process and demonstrable in the reports, although this challenging. NF mentioned the difficulty in gathering background data, as it's not required from residents.</p> <p>TR responded by explaining an ongoing project within the organisation to improve data collection, including a quality impact assessment and using sensor data to assist when reviewing policies and procedures. They noted that historically, information on homeowners' backgrounds wasn't collected, but changes are now being made to improve this process moving forward.</p> <p>Committee discussed methods of implementing EEDI to support people within the community. For example, inviting people to be community champions and provide the opportunity to share more about their culture, or looking at ways to support members of the community where there is a language barrier.</p> <p>AT commented that this is an opportunity to engage directly with the community, not through a top-down approach from BVT, but by creating spaces for people to come forward. There are many community partners already supporting diverse needs. If something is missing, BVT's role is to act as a conduit, bringing people together to get things done. There's a risk that some communities may not want to engage with BVT, so the focus in future should be on fostering conversations and collaboration.</p> <p>Committee NOTED and DISCUSSED the report.</p>	
<u>ITEMS FOR NOTING</u>		
069/24	<p>COMMUNITY DEVELOPMENT AND PARTNERSHIP REPORT JH tabled the report (Appendix 13 & 13.1).</p> <p>No questions or comments were received.</p> <p>Committee NOTED the report.</p>	
070/24	<p>QUARTERLY COMMUNICATIONS REPORT JH tabled the report (Appendix 14 & 14.1)</p> <p>No questions or comments were received.</p>	

	Committee NOTED the report.	
071/24	LAWLEY PARTNERSHIP BOARD UPDATE TR gave a verbal update on the Lawley Partnership Board. In summary: <ul style="list-style-type: none"> • The Lawley Partnership Board as it has been known will be changing. • The Lawley & Overdale Parish Council will be taking over the partnership approach. • BVT will still be involved in meetings and working together in partnership to look at things that need to be funded across the village. • Business cases can still be put forward for people and groups to access the grant funding – approximately £30,000 left. • The date of the next meeting has not yet been given. Committee NOTED the update.	
072/24	MEETING PLAN 2024 JH tabled the 2024 Meeting Plan (Appendix 16). No questions or comments were received. Committee NOTED the meeting plan.	
073/24	ANY OTHER BUSINESS JH asked if there was any other business. GW commented that he might have issues attending the working group meeting on the 3 rd December. Committee NOTED the update.	
074/24	DATE OF NEXT MEETING Formal meetings: TBC subject to approval of 2025 Meeting Planner (Agenda Item 8). Working Group meetings: 3rd December 2024 Committee NOTED the date of the next meeting.	
The meeting closed at 12:17 pm		
 Chair Date	

 Secretary	
 Date	

DRAFT

MIN	TOPIC	ACTION	Action Owner	PROGRESS
	ACTIONS FROM WORKING GROUP 3rd December 2024			
A015/24	Team Engine & BVT email	HP to arrange a session with IS regarding signing in to TeamEngine and setting up a BVT email.	HP	
	ACTIONS FROM LMC 9th November 2024			
064/24	Meeting Planner	SR to look at meeting availability and circulate an alternative date to Committee.	SR	Completed
063/24	30-year Budget Plan Amendment	TR to correct error in the plan, remove any conflicting information, and reissue it with an explanation note.	TR	
063/24	Financial Support Fund	TR advised that Officers would review the proposal to put aside a support fund and the proposal to hold a consultation and present a report at the February committee meeting.	TR/NF	
062/24	Vice Chair Nominations	HP to email members to ask if any are interested in nominating themselves for the Vice Chair position	HP	Completed Item 6 Feb 2025 Business Meeting

	ACTIONS FROM WORKING GROUP 15th October 2024			
A014/24	Budget Comms Plan & Breakdown	TR advised she will speak to DC about creating a comms plan and speak to NF about creating a breakdown like Birmingham's budget breakdown.	TR	Complete Infographics and breakdown included in invoice letters
	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 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 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.	NF	M&BG would welcome the opportunity to meet committee and discuss the GM contract. A suitable date will be found for a 2025 working group (the action to remain open until a date fixed) Update 04/02/25 - Booked for March 2025
	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. 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
	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. 04/02/25 – Head of communications to present to meeting.
	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. Merged with A009/23 - Complete
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

				<p>2024 has prevented this work being completed.</p> <p>To consider in 2025 or 2026 priorities at LMC Awayday at 9th November 2024.</p> <p>Update 04/02/25 – Working group June 2025 to review Officer suggestions (to include portal) for decision at September 2025 business meeting.</p> <p>A008/23 incorporated into this action.</p>
	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.		<p>19th July Appeals process reviewed and discussed learning.</p> <p>New procedure to be drafted and presented – deferred to Q2 2024</p> <p>Further deferred to 2025</p>

Lawley Management Committee	
Date	4 th February 2025
Item 06	Vice-Chair Elections Outcome & Appointment 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 elections process for the Vice-Chair role.

2. Recommendations

It is recommended that Committee **NOTE** the outcome of the election process and **APPROVE** the appointment of Matthew Gabbitas to the role of Vice-Chair for a two-year term in accordance with the Terms of Reference.

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

There is no financial impact within this report.

5. Value for Money Impact

There is no value for money impact within this report.

6. Risk and Assurance Impact

The election of a Vice-Chair can reduce the risk of interruption to the business of the committee if the Chair is unavailable.

7. Compliance with Relevant Legislation and Regulation

Holding transparent Vice-Chair elections in accordance with the Terms of Reference for the committee helps BVT to ensure compliance with its adopted Code of Governance.

8. Equality, Equity, Diversity & Inclusion Impact

There are no EEDI impacts within this report.

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 Vice-Chair elections process enabled all eligible committee members to democratically vote for their preferred candidate to be appointed to the role. There are 8 residents and 2 executive members appointed to the committee, therefore residents have a majority vote to appoint their preferred Vice-Chair.

10. Report

In November 2024, Committee agreed to hold an elections process to appoint a Vice-Chair for the committee.

BVT's Head of Governance invited all eligible members to vote for their preferred candidate with a deadline of Sunday 5th January 2025.

10 members were eligible to vote, and 8 members cast their vote.

The results of the Vice-Chair elections are as follows:

2 Votes - Grant Williams

6 Votes - Matt Gabbitas

It is therefore recommended that Matthew Gabbitas is appointed as Vice-Chair for a two-year term in accordance with the committee Terms of Reference.

LAWLEY MANAGEMENT COMMITTEE	
Date	4 th February 2025
Item 7	Quarterly Financial Report Quarter 4 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 4 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 openness and transparency.

10. Report

This report relates to the Lawley Estates Financial report for the fourth quarter of 2024 – see Appendix 7.1

It should be noted that this report shows all invoices and income known at year end 2024, however there may be some changes to the figures shown when the full accounts are consolidated to produce the final, audited accounts later in 2025.

As requested by LMC Chair the format of Appendix 07.1 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 the new build rate being slightly slower, meaning the partial year income from new homes is less than predicted by the Developer Group. There were fewer homes completed in the year than originally predicted.

Operational Expenditure

Operational expenditure is lower than the budget, this, even taking the lower income into account means that BVT are predicting a drawdown from the reserves of approximately £40k, this is around half of that budgeted for at the start of the year.

These figures are subject to confirmation by the BVT Finance Team and the independent auditors.

This demonstrates that the team in Lawley minimised spending wherever possible to reduce the financial impact on Lawley Residents and retain the level of service provision.

Estate Management

- Legal and Professional fees are over budget due to legal advice provided regarding land transfers.
- Communal Lighting is showing a small overspend due to the number of repairs carried out this year within courtyards, it should be noted that some of the streetlights in BVT's ownership are now well over 10 years' old and so a higher rate of failure is not unexpected. The Estates & Stewardship Manager is preparing a proposal for a project in 2026 to upgrade some or all of BVT's streetlights to LED lamps and potentially solar powered. This will be part of the drawdown from the Wear and Tear Fund (sinking fund) in 2026. This will potentially achieve savings in the utility bills moving forward.
- The contribution to the Neighbourhood Partnership for 2024 is showing a positive figure of £9887 due to a return of fees overpaid 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 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 in line with the budget.

Office/Community Hub Running Costs

At the end of Q3 a small overspend against the profiled budget was evident, this has been corrected during Q4 by careful control of spending by the team.

There were unexpected costs from the Local Authority and The Landlord during 2024 of around £2,000 due to administrative errors on each of their parts, this made budgetary control challenging but now that a full year of costs are available the Estates & Stewardship Manager is confident that the budget set for 2025 will be met.

Funds

Eileen Hewer Community Fund

There have been £12,289 given in grants from the Eileen Hewer fund up to the end of Q4 – this is a significant rise in grant giving compared with 2023 and helps to support community groups and charities provide valuable services and events for the residents of Lawley.

All grants are now authorised by a panel of LMC members.

It is intended to present a review of the Eileen Hewer Grant process for consideration by committee during 2025.

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 within the budget, which LMC approved to ensure the Community Charge did not significantly rise for 2024. Current estimates indicate the drawdown to offset the expenditure shortfall in 2024 will be circa £40,000.



Outturn Forecast 2024	Original Budget 2024	Lawley Estates Management	Budget Jan - December 2024	Actual & Committed Mar 2024 Q1	Actual & Committed June 2024 Q2	Actual & Committed Sept 2024 Q3	Actual & Committed Jan - December 2024	Notes
Community Charge Income								
676,059	676,059	Community Charges	676,059	627,752	632,073	648,531	652,331	
82,594	82,594	Draw Down from Infrastructure Fund	82,594	837	0	0	0	
3,000	3,000	Ground Rents	3,000	1,500	3,000	3,000	3,000	
761,653	761,653	Total Income	761,653	630,088	635,073	651,531	655,331	
2,000	2,000	Grants & Donations	2,000	1,700	1,700	1,700	1,700	
0	0	Lawley Community Hub	0				1,214	
10,000	10,000	Other Income	10,000	0	6,656	6,656	6,656	
12,000	12,000	Total Other Income	12,000	1,700	8,356	8,356	9,570	
773,653	773,653	Net Turnover	773,653	631,788	643,429	659,887	664,901	
Expenditure								
(661,159)	(683,231)	Operational Expenditure	(683,231)	(103,254)	(263,816)	(396,925)	(621,737)	
(77,922)	(77,922)	Transfer to Wear and Tear Fund	0	0	0	0	0	
(7,500)	(7,500)	Transfer to Eileen Hewer Community Projects Funding	0	0	0	0	0	
(5,000)	(5,000)	Transfer to Community Association	0	0	0	0	0	
(751,581)	(773,653)	Total Expenditure	(683,231)	(103,254)	(263,816)	(396,925)	(621,737)	
22,072	0	Potential Underspend / Overspend	90,422	528,534	379,613	262,962	43,164	
LAWLEY ESTATES OPERATIONAL BUDGET								
Estate Management								
(208,641)	(215,113)	Staffing Costs	(215,113)	(47,101)	(111,886)	(158,609)	(207,081)	
(2,500)	(2,500)	Travel Costs	(2,500)	0	(306)	(364)	(571)	
(920)	(920)	Office Consumables	(920)	(131)	(243)	(449)	(710)	
(5,500)	(5,500)	Printing & Publications	(5,500)	0	0	(3,678)	(10,514)	
(1,575)	(1,575)	Communications	(1,575)	(315)	(315)	(315)	(315)	
(820)	(820)	Mobile Telephone	(820)	(257)	(341)	(559)	(856)	
(14,000)	(3,100)	Legal & Professional Fees	(3,100)	(504)	(7,232)	(7,232)	(8,755)	
(10,029)	(10,029)	Insurance	(10,029)	(2,508)	(5,016)	(7,524)	(10,029)	
(113,000)	(113,000)	Landscaping Contract	(113,000)	(18,880)	(47,200)	(76,846)	(116,046)	
(10,000)	(10,000)	Tree Surveys & Works	(10,000)	0	0	(1,530)	(1,530)	
(15,000)	(15,000)	Communal Lighting (inc Courtyards)	(15,000)	(3,606)	(8,625)	(11,448)	(15,578)	
(6,500)	(6,500)	General Repairs (inc Courtyards)	(6,500)	(300)	(1,407)	(4,506)	(5,178)	
(500)	(2,000)	Winter Gritting (inc Courtyards)	(2,000)	0	0	0	(737)	
0	(25,000)	Contribution to Neighbourhood Partnership	(25,000)	10,727	10,727	9,887	9,887	
0	0	Draw Down from Infrastructure Fund	0	(837)	0	0	0	
(388,985)	(411,057)	Total Estate Management Costs	(411,057)	(63,712)	(171,844)	(263,173)	(368,015)	
Estate Caretaking								
(57,275)	(57,275)	Caretaker - Staffing Costs	(57,275)	(12,518)	(29,908)	(43,506)	(57,077)	
(5,000)	(5,000)	Caretaker - Travel Costs / Vehicle Costs / Waste Disposal Costs	(5,000)	(2,416)	(2,848)	(3,397)	(4,264)	
(360)	(360)	Caretaker - Mobile Telephone	(360)	(129)	(171)	(290)	(448)	
(650)	(650)	Caretaker - Clothing & PPE	(650)	0	(40)	(76)	(163)	
(1,500)	(1,500)	Caretaker - Tools and Equipment	(1,500)	(153)	(208)	(338)	(544)	
(64,785)	(64,785)	Total Estate Caretaking Costs	(64,785)	(15,215)	(33,174)	(47,608)	(62,495)	
Community Development								
(43,117)	(43,117)	Staffing Costs	(43,117)	(9,452)	(22,644)	(32,648)	(42,589)	
(650)	(650)	Travel Costs	(650)	0	0	(106)	(305)	
(280)	(280)	Office Consumables	(280)	0	(3)	(63)	(265)	
(2,175)	(2,175)	Printing & Publications	(2,175)	(240)	(240)	(240)	(1,925)	
(180)	(180)	Mobile Telephone	(180)	(64)	(85)	(145)	(224)	
(10,870)	(10,870)	Community Development & Involvement Activities	(10,870)	(1,429)	(1,942)	(6,825)	(7,852)	
(2,000)	(2,000)	Grant & Donations Expenditure	(2,000)	(414)	(683)	(1,350)	(1,706)	
(10,000)	(10,000)	Other Expenditure	(10,000)	0	(6,656)	(6,656)	(6,656)	
(15,000)	(15,000)	Resident Projects (Eileen Hewer)	(15,000)	(6,211)	(9,271)	(11,663)	(12,289)	
(5,000)	(5,000)	Support for LMC	(5,000)	(353)	(365)	(382)	(877)	
(89,272)	(89,272)	Total Community Development	(89,272)	(18,164)	(41,889)	(60,077)	(74,688)	
Office Running Costs								
(29,000)	(29,000)	Lawley Community Hub Running Costs	(29,000)	(6,162)	(16,910)	(26,067)	(27,423)	
(29,000)	(29,000)	Total Office Running Costs	(29,000)	(6,162)	(16,910)	(26,067)	(27,423)	
(89,117)	(89,117)	Administration Charge	(89,117)	0	0	0	(89,117)	
(661,159)	(683,231)	Total Operational Expenditure	(683,231)	(103,254)	(263,816)	(396,925)	(621,737)	
112,494	90,422	Net Surplus to Fund the Below Funds	90,422	528,534	379,613	262,962	43,164	
WEAR AND TEAR FUND								
Income								
906,289	906,289	Opening Balance	0	906,289	906,289	906,289	906,289	
0	0	Interest	0	0	0	0	0	
77,922	77,922	Transfer from Community Charge	0	0	0	0	0	
984,211	984,211	Total Income	0	906,289	906,289	906,289	906,289	
Expenditure								
0	0	Project Fees	0	0	0	0	0	
0	0	Capital Expenditure	0	0	0	0	0	
0	0	Total Capital Expenditure	0	0	0	0	0	
984,211	984,211	Closing Balance	0	906,289	906,289	906,289	906,289	
EILEEN HEWER COMMUNITY PROJECTS FUND								
Income								
25,000	25,000	Opening Balance	0	25,000	25,000	25,000	25,000	
7,500	7,500	Transfer from Community Charge	0	0	0	0	0	
32,500	32,500	Total Income	0	25,000	25,000	25,000	25,000	
Expenditure								
(7,500)	(7,500)	Grant Funding	0	(6,211)	(9,271)	(11,663)	(12,289)	
(7,500)	(7,500)	Total Capital Expenditure	0	(6,211)	(9,271)	(11,663)	(12,289)	
25,000	25,000	Closing Balance	0	18,789	15,729	13,337	12,711	
COMMUNITY INFRASTRUCTURE FUND								
Income								
182,872	182,872	Opening Balance	0	182,872	182,872	182,872	182,872	
0	0	Interest	0	0	0	0	0	
0	0	Transfer from Community Charge	0	0	0	0	0	
182,872	182,872	Total Income	0	182,872	182,872	182,872	182,872	
Expenditure								
0	0	Capital Expenditure	(82,594)	(837)	0	0	0	
0	0	Total Capital Expenditure	(82,594)	(837)	0	0	0	
182,872	182,872	Closing Balance	(82,594)	182,036	182,872	182,872	182,872	
RESIDENTS ASSOCIATION FUND								
Income								
5,000	5,000	Opening Balance	0	5,000	5,000	5,000	5,000	
5,000	5,000	Transfer from Community Charge	0	0	0	0	0	
10,000	10,000	Total Income	0	5,000	5,000	5,000	5,000	
Expenditure								
(5,000)	(5,000)	Grant Funding	0	(353)	(365)	(382)	(877)	
(5,000)	(5,000)	Total Capital Expenditure	0	(353)	(365)	(382)	(877)	
5,000	5,000	Closing Balance	0	4,647	4,635	4,618	4,123	

Lawley Management Committee	
Date	4 th February 2025
Item 8	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 4 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 homeowners 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, tenancy type 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

The work carried out by the Community, Development and Partnerships Officer (CDPO) continues to impress all who comment on it.

It is of particular note that she, alongside our colleagues at Lawley & Overdale Parish Council, delivered a first class Christmas Fayre despite having less than 24 hours' notice that the event would need to be moved indoors due to Storm Darragh hitting on the day that the event was planned.

They secured a location, carried out a short site visit and replanned the event.

It is estimated that around 1000 people attended the event and had the opportunity to purchase gifts, meet Santa and enjoy entertainment.

Lawley's Christmas Fayre was one of very few events that "survived" the storm in the Borough that day.

Due to the volume of work carried out by the CDPO a standalone report is presented at item 10 of the agenda for this meeting.

10.2 Estate Management

10.2.1 Estate Caretakers

The Estate Caretakers continue to ensure that BVT owned or managed areas are kept clean, green and safe.

There are also the "eyes and ears" of the team as many people engage with them who may not wish to engage with office staff or generally in a formal way. The impact of this aspect of their presence cannot be underestimated in ensuring all residents have the opportunity to make their voices heard with the team in Lawley.

As always, the Caretakers worked with the team at events, estate dates and all other activities.

10.2.2 Estate Officers

The new Estates Officer, Jude Ayling-Whitehouse, has had a very successful start with the team and was given credit for this during her 3 month review with the Estates & Stewardship Manager. Nearly all 6 monthly training objectives have been completed and she is now operating independently ensuring maximum coverage of the estate by the two Officers.

The officers are meeting all objectives and are ensuring breaches are dealt with at the earliest possible stage, often by informal contact and education of residents regarding the requirements of the covenants.

There is anecdotal evidence that pre-application advice on alterations being sought by residents has increased in the last few months. This may become clear in application figures as we move through 2025.

The Estates Officers continue to provide a great service to the residents of Lawley and are central to the work carried out by the wider team. Often this work can be challenging as they may have a need to give "bad news" to residents – this is always done with compassion and understanding.

10.2.3 Grounds Maintenance Contractor

The 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. During Q3 & Q4 2024 the Supervisor Audits from M&BG have also been uploaded for public viewing. This clearly demonstrates BVT's and M&BG's desire to be open and honest with residents as the audits are shared "warts and all" – the team can demonstrate how and when issues raised in the audits are remediated.

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 were successfully completed and LMC is now at full strength with 8 elected resident members and 2 Exec team members.

The first full meeting took place on 9th November 2024 (see the minutes in Appendix 3 & 16) followed by a less formal working group afternoon.

All new members have been registered onto a suite of online training to work through at their own pace.

All new members have been registered with Team Engine and allocated BVT email addresses and are encouraged to utilise these facilities.

Design Guide Review

The Design Guide Review Sub-Group met on 3 occasions and carried out a page-by-page review of the Guide which committee approved for adoption on January 1st 2025.

The communications regarding the changes have been delayed and will commence shortly.

The "soft" start to the use of the new design guide has worked well with the Estates Officers being able to communicate with some residents who have been awaiting changes.

Welcome Pack Review

The review of the welcome pack has been planned in for completion in 2025.

Land & Courtyard Transfers

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

It is hoped that these will be brought up to date in 2025 but it should be noted that several stakeholders are involved and so BVT does not have full control of the timetable.

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 Q4 report rather than the highlights usually presented. This is included at item 11 of this meeting's agenda.

Lawley Management Committee	
Date	4 th February 2025
Item 9	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 4 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 content 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

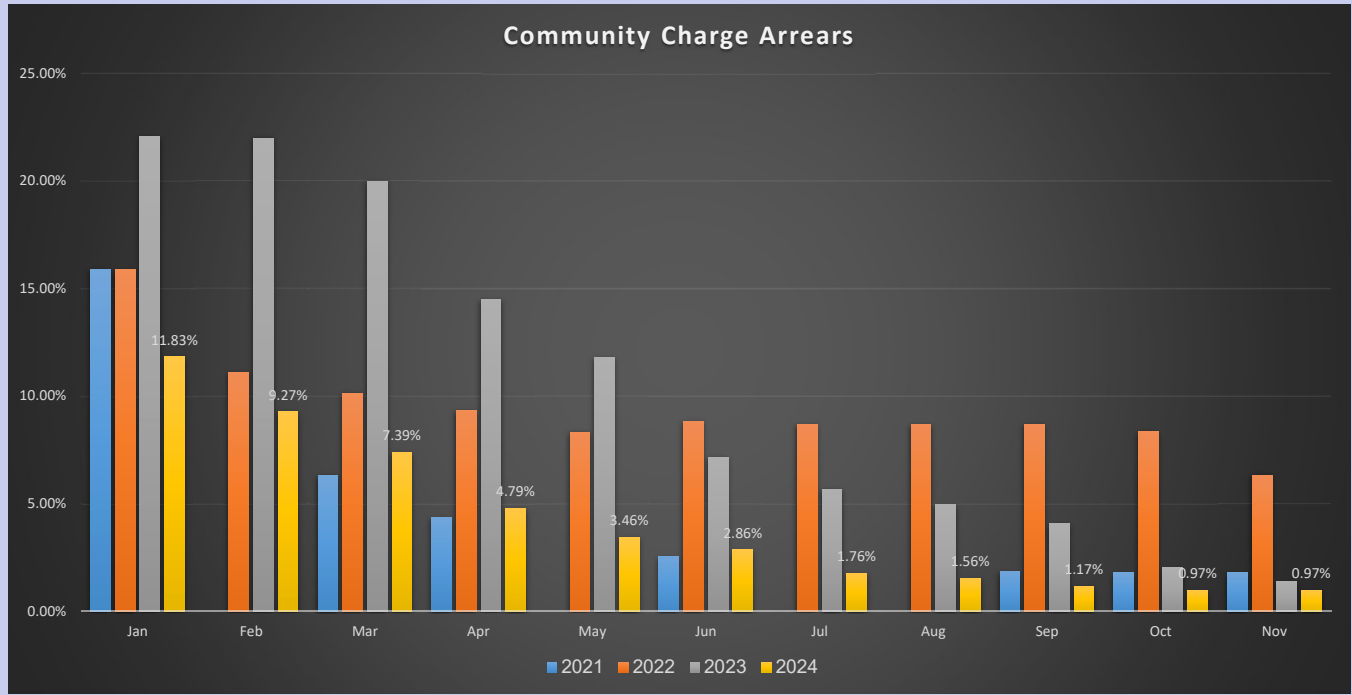
The Lawley Management Committee is led by elected residents of Lawley Village, who listen to the wider resident group to bring the customer voice into all decisions made by the Committee.

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 can be found at Appendix 9.1.



Charges

End of Quarter Position (Subject to Auditor validation):

The total invoiced income for Lawley Village was **£676,059**. Of this total, **£31,795.58** was outstanding (this includes allocated Direct Debits).

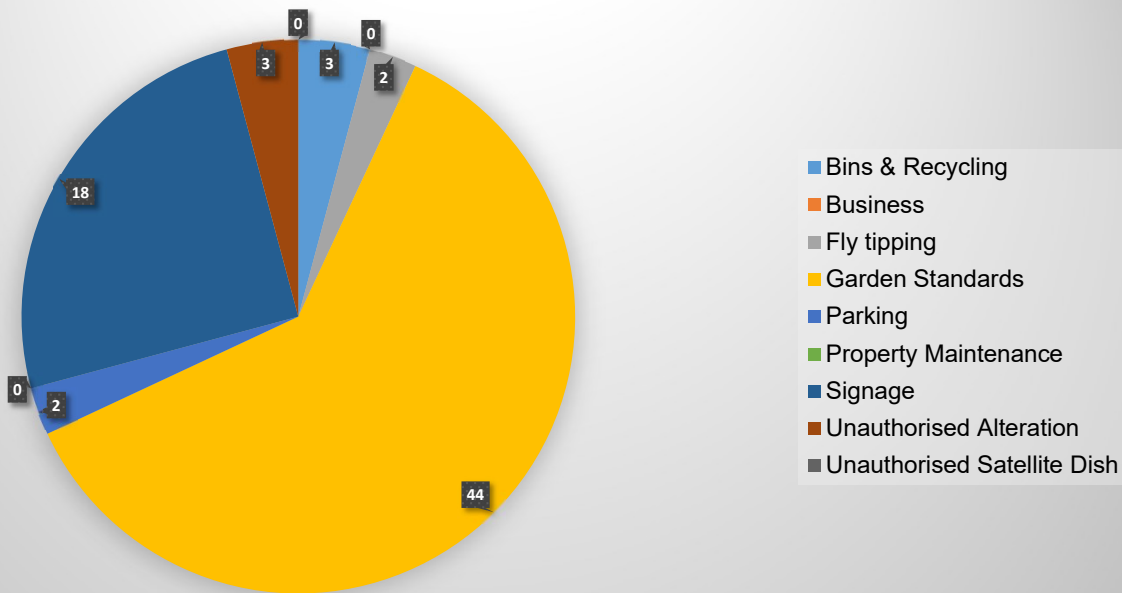
True arrears (arrears due where no payment plan or Direct Debit is in place) was **£6,536.28**. Committee should note that this figure includes debt from previous years. **1.03%** of the amount due is outstanding versus a KPI of 2%.

This figure demonstrates a remarkable improvement since 2022, and it should be noted that there has been very little negative feedback from residents when they are engaged by our colleagues in the Income Collection Advisor. Ensuring maximum income aligns with the BVT aim of **"Building organisational and financial strength"**.

1236 households (circa 43%) paid 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 residents towards DD's during 2025.

Q4 2024 - Breaches Types



Breaches

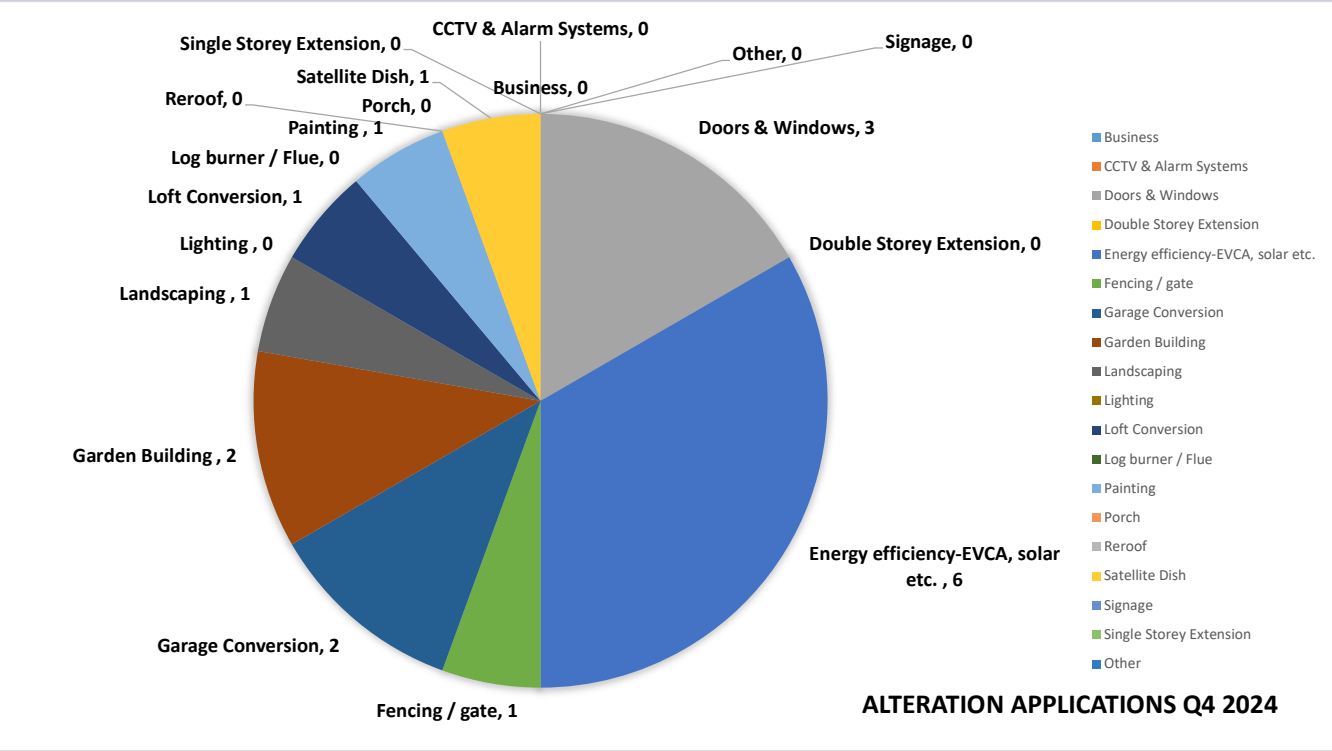
There were 72 recorded breaches in Q4 of 2024.

The increase in activity was due to both Estates Officers operating across the estate as the new Estates Officer completed her initial induction period.

Garden Standards produced over half of the recorded breaches, this was largely due to weed growth caused by the warm and wet autumn and early winter causing a late growth. The Estates Officers report that over 75% of these were rectified by the residents after a single contact.

Signage breaches reduced during November and December as a pragmatic approach was taken to For Sale/To Let signs given the change in guidance in January and the adoption of the revised Design Guide.

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



Alterations

Alteration requests remained stable in Q4 with 18 applications having been received (20 in Q2, 19 in Q3). We generally see a drop off in numbers of alteration requests in Q4 as residents focus on indoor improvements and so the trend may well be upwards in terms of overall applications, the team will continue to monitor and report on this in 2025.

No appeals were received in Q4, this continues to demonstrate that the free pre-application advice means that the vast majority of applications are compliant prior to submission.

As there is no evidence of any significant increase in unauthorised alteration breaches at 3 in Q4 (2 in each of Q3 & Q2) 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 a large proportion of alteration applications, this is expected to continue to increase in 2025.



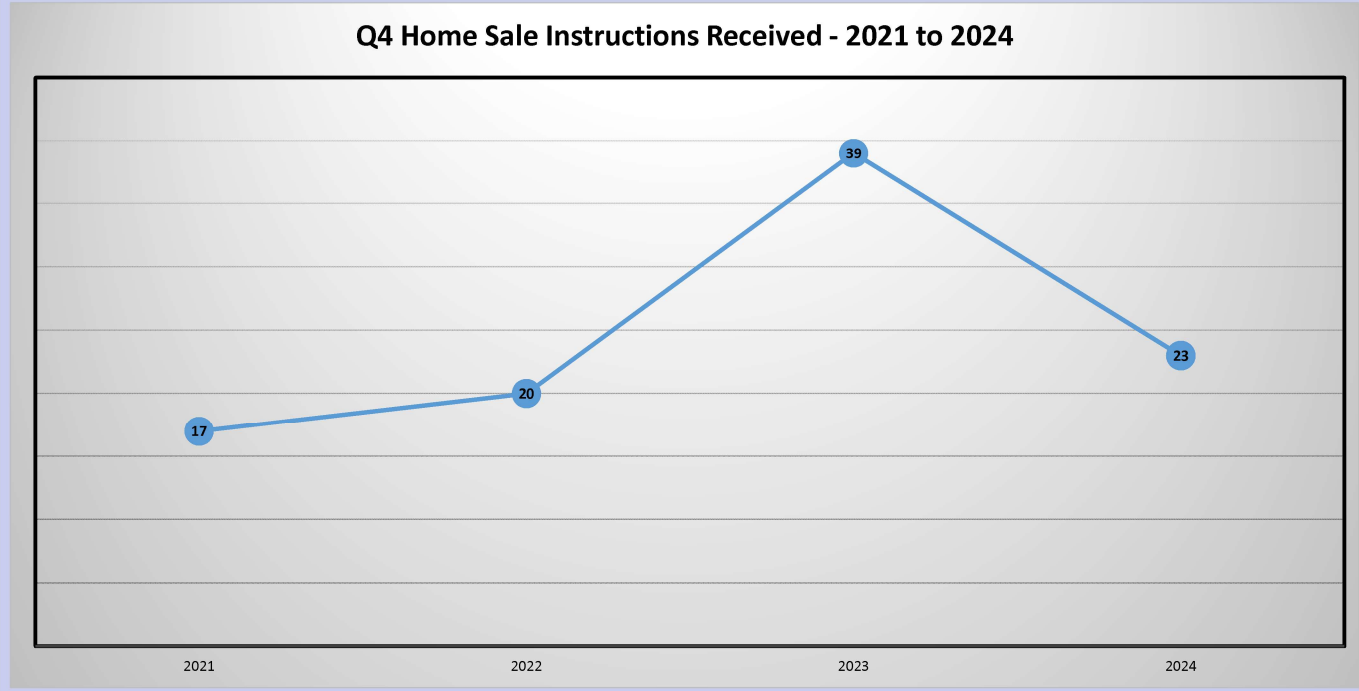
Estate Management & other indicators

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 Q4, this regarded a member of staff. The complainant withdrew their complaint prior to completion of the investigation. However, the E&S Manager completed the investigation due to the nature of the allegation and found there was no substance to the complaint.

There were 23 change of ownership instructions in Q4 2024 (this number does not include new build transfers). This number is similar to the average of previous years. 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. This has caused some concerns for residents on the entry and exit routes for the phase (for example, concerns over mud on the road but also concerns from other over the noise from a road sweeper constantly operating) - the team continue to work with all stakeholders to coordinate responses and ensure that the residents voices are heard by th. people who can address their concerns,



	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)
October	31	295	47	36	2	80	215	33	13
November	29	20	48	38	1	80	141	34	12
December	26	18	48	39	0	80	296	161	8

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	4 th February 2025
Item 10	Community Development & Partnerships Update
Author	Lin Powell Community Development and Partnership Officer (CD&PO)
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1. Purpose of Report

The purpose of this report is to inform Committee of the Community Development and Partnerships activities in Lawley during Quarter 4 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 how the team provide services and opportunities to facilitate this. See the following table for recent examples of initiatives and activities in place to deliver the six core aims:

Place Shaping	
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 promoted the national tree seed planting scheme, Plantober, in October. We have been working with community partners towards Incredible Edible strategies for new projects.

Community Building	
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 demonstrated by the success of our Community Coffee Morning networking meetings where we facilitate introductions for partner organisations, charities and local services.
2.3	Establish local hubs where people from all backgrounds and partners can work together, build capacity and deliver or use services. Lawley Community Hub is growing from strength to strength and becoming a pivotal information point for residents, we have a variety of outreach surgeries from agencies and pop-up events in the 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. This combined with our shops window displays, physical noticeboards, school mailshots and leaflet stations at events, provide diverse communication strategies to connect with as many residents as possible and be inclusive.
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 from our BVT Eileen Hower Community Fund and also from the LOPC and LPB funds. We mentor groups to help them to complete successful applications. Additionally, BVT has accessed £3100 worth of grant funding for our Children's Holidays Activities demonstrating VFM.
Championing People	
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. Based on feedback from members we will evaluating approaches and making services more inclusive and accessible for this demographic.
3.2	Deliver services and programmes that support financial wellbeing to help reduce the impact of poverty. We have successfully supported Citizen's Advice to apply for more community funding from LPB and they have booked another block of surgery appointments, which are being accessed by our residents.
3.3	Work in partnership with other agencies to deliver and develop services for families and young people. We are working with Healthwatch, as a reporting body for experiences with care, and SEND IASS have started surgeries from the hub, to support families with children who have special educational needs in our area, this has had a strong uptake.
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. We offered 3174 places during 2024 for free to all residents and advertised widely. This includes October half term and Halloween.
3.7	Deliver specific health and wellbeing activities informed by our heritage. A new coronation walk from the Rambles for Wellbeing group is across Lawley and in a new book, which we advertised. We have been working with LOPC on the History Trail, mining connections and nature boards.
3.8	Ensure every team across the organisation is actively involved in activities to champion people. We are contributing to the BVT125 working group for 2025 which includes advertising volunteer opportunities for staff to join events.
Inspiring learning and sharing	
5.1	Share our learning and experience of being one of the Midlands longest serving independent charitable trusts to inspire others. We have reached out to Wrekin Housing Group to collaborate on a social value project, and we are working with the HACT Social Bank to gain understanding into quantifying social value added.
Building Organisational Strength	
6.1	Be an employer of choice, ensuring our recruitment, support, learning and development, and culture allow us to attract and keep the best. The development of work experience programme has created comprehensive learning opportunity for young people, and we recently successfully mentored a Graduate Placement Attendee.
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 block bookings.

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 withing 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. Value for money (VFM) can be assessed by reviewing grant funding received, collaborative projects and personal impacts gained for our residents. The team always operate within BVT's financial standing orders rules and always seek VFM in all activities.

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. This is summarised in action 10.5. The report discusses the approach of pooling funding and resources with partners so we can offer more VFM for community activities. There is a costed VFM example of the collective funds pooling strategy and the effectiveness in the report for the Children's Holiday Activities, this is shown in 10.4.

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 a constantly aware that any money spent is simply held in trust by BVT and must be for the benefit of the community in Lawley.

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

10. Community 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 significant new interest this quarter that has stemmed from the Community Coffee Morning networking events and the virtual noticeboard which continues to be a success.

The Community Report is structured using our Community Development and Partnerships Strategy Threads, which can be seen in Appendix A. The report consists of the following sections:

- 10.1 Outreach Activities
- 10.2 Partnerships
- 10.3 Events
- 10.4 Networking
- 10.5 Eileen Hewer Community Fund
- 10.6 BVT Corporate
- 10.7 2025 Updates

Appendix A - Community Development and Partnerships Strategy Threads

Appendix B - Work Experience Programme

Appendix C - Outreach at the Hub

11. Partner Engagement

During Q4 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
- Local businesses in Lawley Square
- 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
- SEND IASS
- Telford Methodists

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).

10. Community Report Q4 2024

10.1 Outreach

- Representatives (reps) from 16 local partners and charities attended our Community Coffee Morning on Friday 29th November. We have moved towards a hive model in the hub, we had effective feedback about the networking opportunities. See photos attached for list of partners. We have successfully helped 4 of these this year and made many meaningful contacts with partner agencies. Next year these will move to being quarterly instead of bimonthly.
- Telford methodist Church have set up a regular listening service for residents with a drop in coffee morning at the hub. This has started in October, and they have now booked up to March. BVT are contributing use of the bistro space to the project. We hope the key impact this will have is reducing isolation with our older residents.
- The Lawley and District Women's Institute have booked the meeting room for their committee meetings for the next 12 months.
- Expecting Antenatal have been working through several blocks of classes and have now booked several more into July 2025. This is a good source of income for the hub as they pay the commercial rate. We are staffing this with the E&S team completing a day with a late start or split shift.
- SEND IASS have received LPB funding with our help and have block booked surgeries and drop-ins for local families. This is a service for information and advice for children with special educational needs and disabilities. Many Lawley families have been using this service at the hub. SEND IASS have connected more effectively with the local schools and now we have a strong link to the CVS services from TWC.
- CAB (Citizens Advice) have been a popular monthly service with our residents. We have also connected with the wider CAB team through the coffee mornings. We are looking to continue to support this service at the hub.
- William successfully completed a graduate placement for work experience with BVT Lawley for two weeks in October. He found this helpful, and the evaluation highlights are attached in Appendix B. William has had opportunity to work with colleagues across our team, from Lightmoor and also career advice in an area of interest from Birmingham. He has also expressed an interest in becoming a grant researcher and bid writer for BVT as a volunteer. CD&PO is working with HR to complete the recruitment process for two volunteer roles for a Community Hub Support and a Grant Researcher for which we have had enquiries. The job role adverts have been developed and have been advertised in the new year.

- We have had another work experience enquiry. HR have confirmed this work experience can take place for this young person (of school age) and this will commence in March.
- Notable successes of the outreach opportunities and Work Experience Programme were reported by the Director Of Communities to the Community & Neighbourhood Committee (CNC) at their November meeting.

For further details see Appendices B and C.



**Oct – Lawley Primary School
Services Marketplace Event**

*Our Work Experience Graduate
Attendee and Estate's Caretaker
supported local families by
showcasing BVT services and
community work.*



Lawley Primary School

"Planting the seeds, growing the future"



Nov – Church Listening Hub with Telford Methodists



10.2 Partnerships

- We are working on calculating social value using the Housing Association Charitable Trust (HACT) indicators. This will involve a project group looking at developing reporting techniques and creating case studies.
- Local businesses were informed about the road closure for the Christmas fayre event in Lawley Square, there was an excellent reception to this news and no negative feedback from businesses and partners. This shows the strengthening of relationships in the square and the pharmacy have offered to sponsor something for the event. Due to poor weather the event was relocated to Lawley Primary School. CD&PO spoke to each business personally to inform them about the cancellation of the road closure, some were disappointed not to be a part of the event as they were hoping for the increased business.
- Working in partnership with Lawley & Overdale Parish Council (LOPC), Lawley Community Association (LCA) and LMC Chair, we have launched the Community Volunteer Group (CVG) portal and hope to grow the group to gain community volunteers for Lawley. This has been a substantial project and is set to showcase volunteering opportunities to our residents.
- BVT Lawley and Lightmoor Committee Chairs attended a Virtual presentation and Q&A session for the UK Housing Awards 2024. Lawley and Lightmoor were nominated in the “Excellence in community-led decision making” category and were finalists.
- BVT were invited to attend Lawley Primary School’s networking event for parents to showcase local services available. BVT staff and a work experience person attended the event with our community stall.
- CD&PO has been working with many partners through the Community Coffee Mornings and this has renewed some partnerships, and the virtual newsletter is creating new contacts. We have had more interest in booking the hub from partners as a result.



Oct - Virtual presentation and Q&A session for UK Housing Awards 2024 – Lawley and Lightmoor nomination for “Excellent in community-led decision making”

10.3 Events

- As part of the Children’s Holiday Activities for school holidays this year we have delivered a varied and substantial programme of events with BVT Lightmoor and Lawley & Overdale Parish Council. With a total of 3174 places offered to our young people for free and offered a range of fantastic learning experiences, fitness activities, life skills and cultural/arts workshops from local providers. We received £3100 of grant funding and pooling our collaborative funds with partners saved BVT substantially, demonstrating great value for money.

Partner Contribution	Costs
BVT Lawley (including £257.50 for Youth Forum Gaming Van)	£636.00
BVT Lightmoor	£2590.00
LOPC Lawley +Overdale	£2553.50
Sports Funding – Levelling Up Fund TWC	£1170.00
Lawley Partnership Board Grants	£1090.00
Councillors Pride Funding for Lawley & Overdale	£840.00
Total running totals	£8879.50

- The 5k Fun Run raised an excellent amount for the PODs charity this year, after the Christmas event the final total for the year’s fundraising activities, including Summerfest, was £2,035.52. There will be a fundraising celebration with members of the community at the Grazing Cow in January with the running club and our co-organisers LOPC.
- Baby Loss Memorial Service – The service took place at 10am 12th October by the Willow Crown in the community garden, with the Vicar Steph from Telford Minster performing the memorial service. Refreshments at the hub afterwards and time for families to speak to each other. CD&PO commissioned Daisy, the willow artist, to make a willow heart wreath from the willow beds next to the crown. The ribbons tied

to the tree by families in the service will be added to the wreath and the artwork kept at the hub. 18 attendees at the event.

- Wave of Light – as well as the memorial service, we supported our residents with the wave of light at 7pm on 15th October. This is a global movement to light a candle in memory of miscarriage or baby and infant loss.
- Unfortunately, the popular Halloween events were cancelled due to illness of the provider. The Eventbrite date capture forms worked extremely well, and the cancellation procedure was effective and efficient. No negative feedback was received.
- Remembrance – this was organised by LOPC and LMC laid a wreath from BVT. The attendance was excellent.
- Lawley Art Exhibition was held at Lawley Community Hub in November. 21 people attended including two of our Artists in Residence, we did reach new people that have not engaged with us before. The display included a digital showing of the Black Tudor's exhibition from Selly Manor, the unveiling of the Lawley Community Art project 2024.
- Christmas Fayre sat 7th Dec – Due to the exceptionally bad weather the event was moved from outside in Lawley Square to inside at Lawley Primary School. This was an enormous organisational task, but our team successfully delivered a great event with LOPC. The venue worked very well for us, we had excellent attendance and the suppliers/performers all had good feedback.
- Christmas Walk Lawley Friday 27th Dec with Lawley Walkers – BVT supplied chocolate goodie bags for the walkers and helped them with posters and to promote the event on social media.
- Christmas Quiz – LCA fundraiser at Grazing Cow, BVT supported the prizes with voucher a £50 voucher and M&BG gave a bottle of champagne.

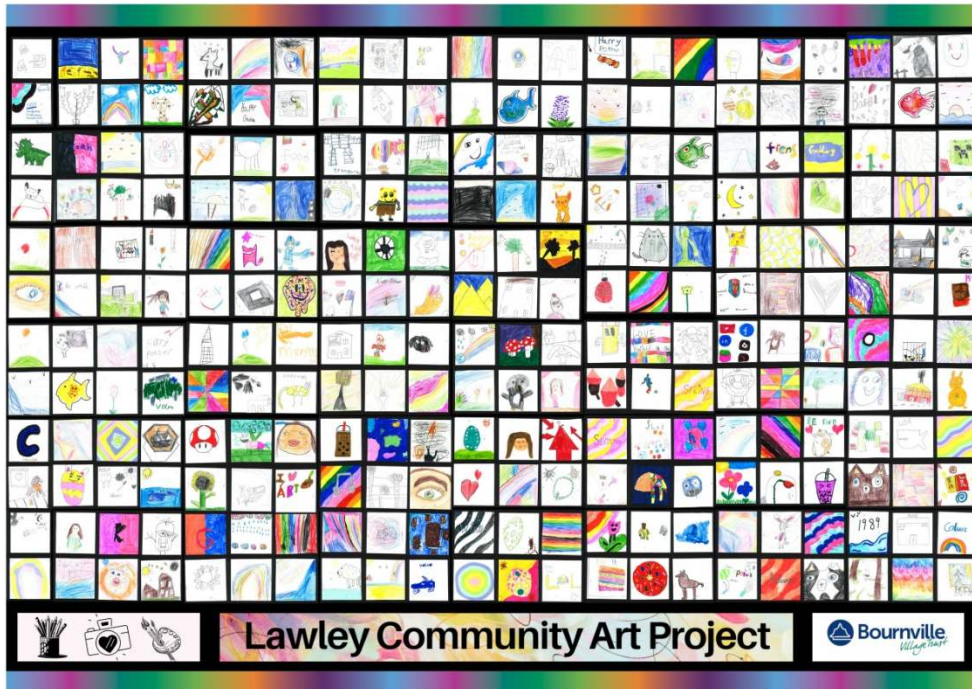


Oct - Baby Loss Memorial Service





Lawley Remembers, Parish Council and Church Service



LAWLEY ART EXHIBITION

Nov – Artists in Residence Dilini and Mark





Dec - Lawley Christmas Fayre

10.4 Networking

- Lawley Armed Forces Network – TWC Armed Forces Covenant Officers are looking to hire the hub for outreach, and we will work with them to relaunch the Lawley Armed Forces Network.
- Lawley Village Green Group – working with Transition Telford, as part of our Incredible Edible network, we promoted Plantober and have planted 2 fruit trees in the new orchard. CD&PO was in discussions with Dawley Community Allotments in November for collaboration opportunities but challenges with water supply is halting new projects. Green Group members expressed interest in new projects.
- BVT Sounding Group – two members have been elected to the LMC and recruitment for group is starting with DC following end of elections comms. New dates and themes have been set for next year. CD&PO will be adding group membership to the CVG portal and promote this through the virtual noticeboard and physical noticeboards. New opportunities to be advertised by BVT.
- Youth Forum – looking to plan a 2025 meeting. CD&PO received award from the Police Commissioner for their efforts in reducing ASB through the Youth Forum, football workshops and gaming van activities, which arose from 2024's Youth Forum work.

10.5 Eileen Hewer Community Fund Grants 2024

- Grants were awarded in 2024 to the following groups: Lawley Guide Group, Lawley Running Club, Lawley Scout Group, Lawley Village Line Dancing Club, Community Volunteer Group for Lawley, Lawley and Lightmoor Football Club Under7s, and Telford Steam Railway.

- We have received many other enquiries but no more applications. CD&PO has offered support and advice and continues to advertise the fund in the Virtual Noticeboard, in the Hub display windows and to local groups.
- Total spent in 2024 is £12670.55. The balance left is £12329.45. This has been our second highest grant-giving year to date.

10.6 BVT Corporate

- Planning with the project team continues for BVT 125 anniversary events in 2025.

10.7 2025 Updates

- Collaborative planning with the parish council will take place to decide budgets and anchor events for 2025.
- Budget for Community Development from LMC was set with an inflationary increase.
- Budget for 2024 was reviewed and this was delivered due to being successful with grant funding.
- CD&PO is reviewing the events strategy for 2025 to align with budget, staffing, partnerships and to meet the continuing and evolving needs of residents.

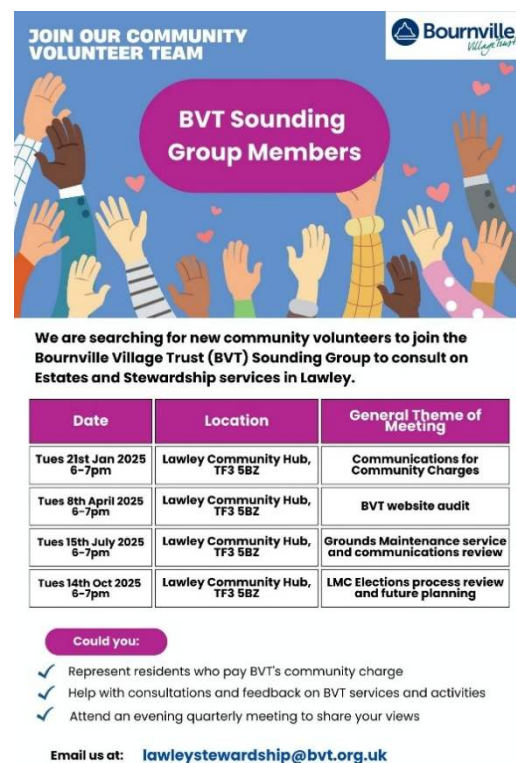


COMMUNITY VOLUNTEER GROUP

Register now to find opportunities in Lawley and surrounding areas. It is quick and easy to sign up to our online portal and search for local opportunities!

Give a little time & gain a lot of community value
Email: getinvolved@communityvolunteers.uk

To sign up or for details scan or visit:
www.communityvolunteers.uk



JOIN OUR COMMUNITY VOLUNTEER TEAM

BVT Sounding Group Members

We are searching for new community volunteers to join the Bournville Village Trust (BVT) Sounding Group to consult on Estates and Stewardship services in Lawley.

Date	Location	General Theme of Meeting
Tues 21st Jan 2025 6-7pm	Lawley Community Hub, TF3 5BZ	Communications for Community Charges
Tues 8th April 2025 6-7pm	Lawley Community Hub, TF3 5BZ	BVT website audit
Tues 15th July 2025 6-7pm	Lawley Community Hub, TF3 5BZ	Grounds Maintenance service and communications review
Tues 14th Oct 2025 6-7pm	Lawley Community Hub, TF3 5BZ	LMC Elections process review and future planning

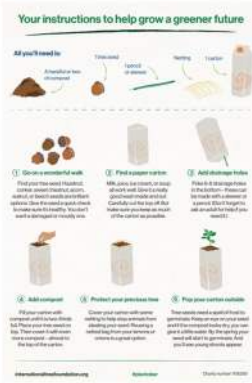
Could you:

- ✓ Represent residents who pay BVT's community charge
- ✓ Help with consultations and feedback on BVT services and activities
- ✓ Attend an evening quarterly meeting to share your views

Email us at: lawleystewardship@bvt.org.uk

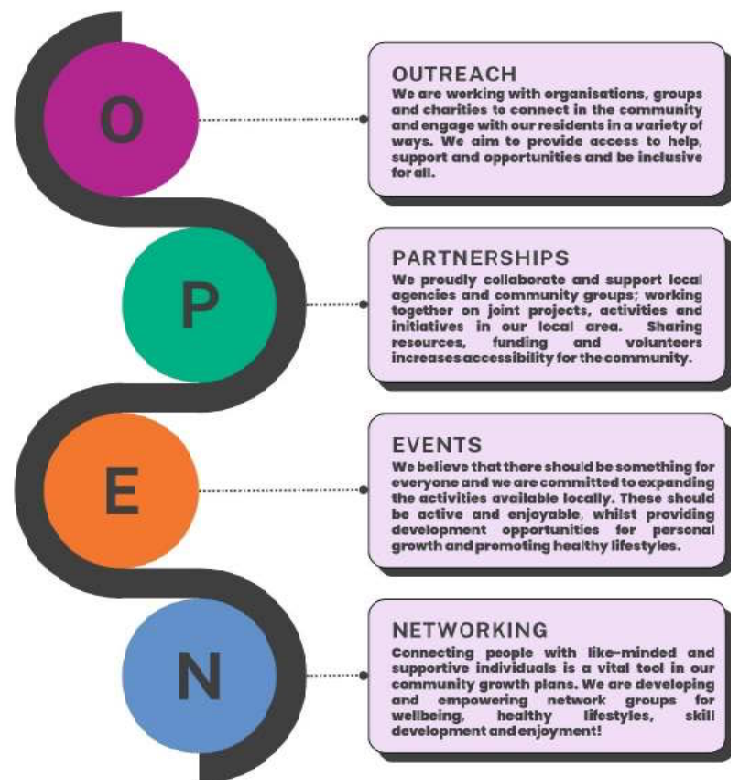


Oct – Plantober Tree Growing Initiative and donated apple trees from Transition Telford for one of the community orchards in Lawley

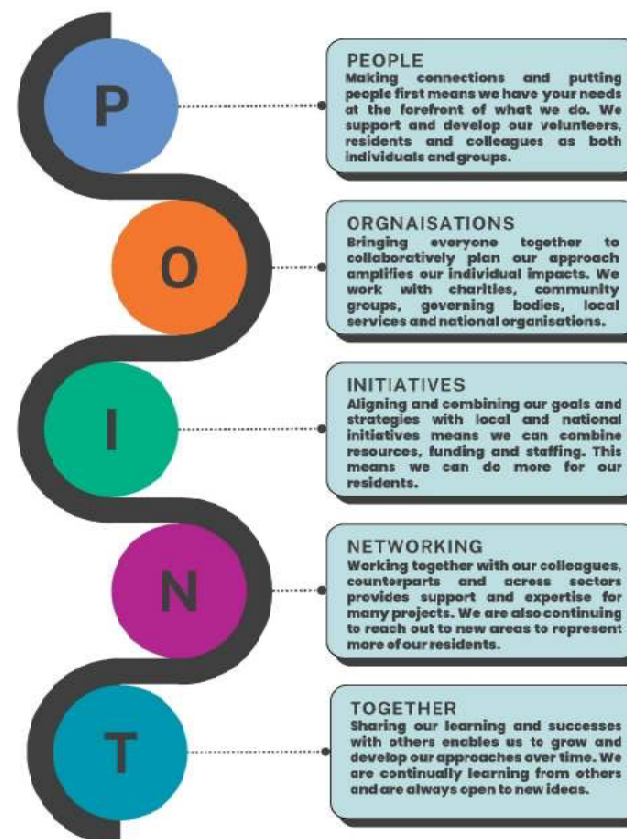




Our **OPEN** Approach to Community Development



The **POINT** of Our Partnerships



Championing people through Lawley Work Experience Programme



We have created a Work Experience Programme to operate from Lawley Community Hub with our Estates & Stewardship Team. Our first Graduate Attendee, William successfully completed his placement in October 2024. Our bespoke programme can now be adapted in future to meet the individual's needs and is a shining example of implementing the BVT theme Championing People to foster personal development.



COMPARING KNOWLEDGE AND EXPERIENCES BEFORE AND AFTER THE PLACEMENT										
William's skills review comparison, please rate knowledge/confidence for each area. 1 = least, 10 = most.										
Knowledge of what is expected in a workplace environment.	1	2	3	4	5	6	7	8	9	10
Confidence at work and intrapersonal skills in a team.	1	2	3	4	5	6	7	8	9	10
Customer service confidence and communication skills.	1	2	3	4	5	6	7	8	9	10
Knowledge of statutory policies, procedures and compliance. For example, H&S, GDPR, Risks	1	2	3	4	5	6	7	8	9	10
Knowledge of work-based support structures such as invoicing, HR, management, IT.	1	2	3	4	5	6	7	8	9	10

William commented "Meeting new people and getting to shadow different members of the Bournville team was most enjoyable. It gave a variety of information and jobs to experience. Catering my future career plans into the work experience was a very thoughtful idea and the most useful opportunity for my future career. Being able to learn more about information analysis and the different systems they use was a key opportunity. Learning about excel and ways for me to learn more independently was also useful. I really enjoyed my time at BVT. Two key things to highlight are how friendly everyone was and the organisation. The experience was well planned."

1 We offer time for our attendees to shadow members of the Estates & Stewardship team in Lawley and to learn about the housing sector. Providing opportunities to experience of variety of job roles, community activities, partnership working and general workplace experience ready for employment.

2 By assessing the individual attendee's needs, we can reach out to other BVT colleagues across the business for career mentoring. For example, William was interested in Data Analysis, hence we scheduled time with Sanjay Patel our Data Manager to mentor him.

3 Using our company online training suite, we offered introductory workplace courses, which are suitable for a graduate placement and valuable training for inclusion on CVs and at interview. There were additional opportunities for independent research projects and customer service development, see photo of William at Lawley Primary's event

4 What's Next?
We have offered a continuing volunteer role to William, who is keen to develop grant funding research and bid writing skills. References and certificates are available. This is featured on our new volunteer portal for the Community Volunteer Group which recently launched

Community Development through our Outreach Activities in Lawley

Lawley Community Hub

Throughout 2024 we have been developing outreach opportunities in collaboration with local partners, to expand the services available to our residents at Lawley Community Hub. Here is an overview of some of the organisations that have been supported.



Citizens Advice

have successfully received LPB funding for a year's worth of monthly surgeries



Expecting

antenatal classes have booked the hub space for block courses of private classes for expectant parents



Public Consultations

we have facilitated resident consultations for the Youth Forum and bookings for TWC planning consultations

What's on at Lawley Community Hub

The hub has become a hive of activity for residents to network and access local services, whilst providing income for the hub.

SEND IASS

support families of children with additional educational needs and have successfully received LPB funding for a year's worth of surgeries at the hub



Private Hire /Committees

local groups including LCA, Telford First Responders, LMC, Sounding Group, LOPC



Pop Up Events

including Community Coffee Mornings, Incredible Edible, Baby Loss Memorial, Church Listening Service, upcoming Art Exhibition



Lawley Management Committee	
Date	4 th February 2025
Item 11	Customer Communications Report Q4 2024 and 2024 full report
Author	Donna Charway Customer Communications Officer
Contact Details	donnacharway@bvt.org.uk 0300 333 6540



1. Purpose of Report

To inform Lawley Management Committee of the PR & Communication activities that took place in Q4 2024 (see Appendix 11.1) and present overall achievements for 2024 (See Appendix 11.2).

2. Recommendation/s

The contents of the Customer Communications Reports detail the communication activities that have taken place using various online and offline methods to support the work of the Estates & Stewardship service. Recommendations are included in the reports, ensuring the customer voice is heard and that all methods of communication are used to provide fully inclusive and timely information. To **DISCUSS** and **NOTE**.

3. Link to Strategic Aims, Objectives and Values

This report relates to the following BVT Aims:

- A) Place-shaping: Providing effective and timely communications in relation to Estate & Stewardship services including the Design Guide, parks and open spaces, and grounds maintenance.
- B) Community building: Working in partnership with the Community Development and Partnership Officer and external parties to lead on communications for both BVT led activities as well as partner events such as Summerfest, the Christmas Fayre and 5K fun run.
- C) Building organisational and financial strength: Responding to online queries/ complaints in a timely manner with support from the Estate & Stewardship team.
- D) Championing people: Continually looking at ways to inform and highlight activities that support all members of the community. In addition, supporting the Estates & Stewardship team in promoting good practices internally and sharing their work amongst other BVT staff.

4. Financial 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. Resources are shared with BVT Lightmoor Village offering some economies of scale and value for money.

5. Value for Money Impact

The delivery of communications use existing resources.

6. Risk and Assurance Impact

Communications help mitigate the following strategic risk: 'Lack of accountability to customers and poor quality services.'

7. Relevant Legislation and Regulation Impact

- General Data Protection Regulation 2016
- The UK Code of Non-broadcast Advertising and Direct & Promotional Marketing (CAP Code)
- The Copyright, Designs and Patents Act 1988

8. Equality, Equity, Diversity & Inclusion Impact

Our overall communications strategy supports the following objectives in our Diversity, Equality and Inclusion Policy.

- To recognize and respect the valuable contribution that diverse groups can bring to a community and to treat individuals with respect and dignity.
- To create communications that are inclusive and accessible and are responsive to the needs of our customers.
- To continue to ensure social media guidelines are followed including removing comments/posts that amount to bullying or discrimination and deleting offensive or derogatory posts, images or links.

9. Customer Voice and Impact

The report details the breadth of communications and various methods used in Lawley and analyses the customer voice heard through these methods. . This is achieved through website analysis and social media feedback.

Providing timely and effective communications relating to Estates & Stewardship services and community engagement ensures residents are kept up to date with any service updates and opportunities to be part of a fully inclusive community.

10. Report

The main body of the report is contained with Appendices 11.1 and 11.2



Lawley Customer Communications Report Q4 2024

Q4 2024 Overview

- The website had a 114% increase in the number of pages viewed in the fourth quarter of the year compared to 2023 as well as increases across all KPIs (see slide 5).
- The election results and Christmas event achieved high reach on the website especially the communications regarding change of location 24 hours prior to the Christmas event taking place (see slide 6).
- On social media, the community shared their photos of the Northern Lights achieving the highest engagement in likes and comments on the BVT Lawley Facebook page. While on the Lawley community page, a number of comments were made following the sharing of our post about the community charge. BVT monitors community pages but does not respond unless tagged. If needed, we will work with the team to communicate incorrect information through our official channels (see slide 14).

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	

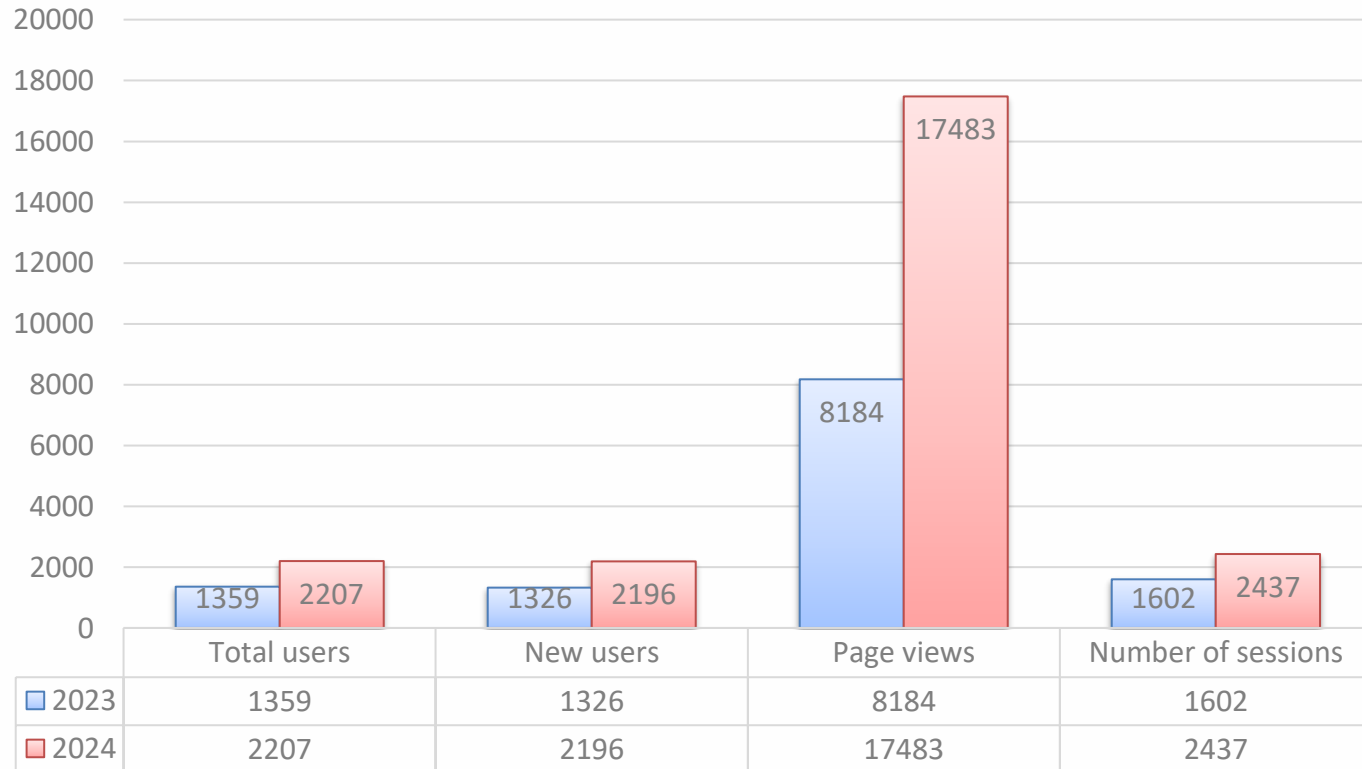
Digital statistics

- 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

■ 2023 ■ 2024



The results show a marked increase across all KPIs meaning more visitors to the website and greater interaction. The following slide details top 10 most visited pages, by measuring these 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
News – Lawley Christmas Fayre
Lawley Management Committee
Events (general events page)
About Lawley Village
New to the Village
Meet the BVT Lawley Village Team
Annual Community Charge
Lawley Village Maps
How to alter your home

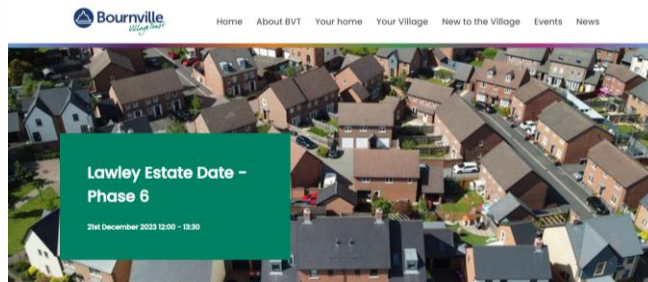
The results continue to indicate the interest in our News and Event sections, during this quarter they were the top pages visited apart from the home page and Lawley Management Committee. The communications plan for the elections, which signposted people to the website following the elections ensured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

BVT Lawley website



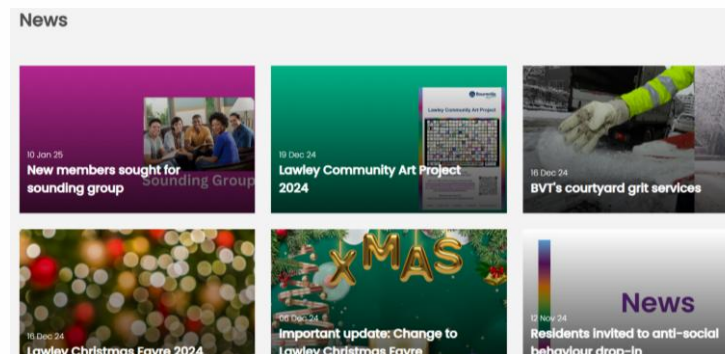
12 events added
to website

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.



5 estate dates
added to
website

9 news stories
added to website



Traffic acquisition (based on new users)

Method	Meaning	Number/%
Direct	Used the URL to go directly to the page	45%
Organic search	Unpaid listings on search engines e.g. a resident will search for the topic they are interested in	33%
Organic social	Click throughs via social media	12%
Referral	Via another source e.g. website	10%

- With nearly 50% of the community visiting our website directly, it means our website is becoming better known.
- 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

- Christmas Fayre
- 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

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

New community volunteer website launches

A new website advertising volunteering opportunities in Lawley Village has launched.

The Lawley and Overdale Community Volunteers website has been established by Lawley and Overdale Parish Council, Lawley Community Association and BVT.

The website, www.communityvolunteers.uk, features permanent volunteer roles and one-off opportunities and work experience placements, including with BVT.

Lindsey Powell, Community Development and Partnerships Officer at BVT, said:

"Volunteering is a great way to develop new skills and to meet people. We'll be advertising a range of different opportunities on the site, as well as work experience placements for younger people."

Residents elected to management committees

Earlier this year all residents in Lawley and Lightmoor Village in Telford were invited to nominate themselves to join resident-led management committees.

The committees oversee the estates and stewardship services we provide in both villages and make sure residents' voices are clearly heard when shaping the service.

Following an election, which all residents' were invited to vote in, we're pleased to share both committees now have new resident members.

The Lawley Management Committee has five new members, Matt Gabitas, Mark Darlington, Emily Bryan, Kate Ballinger and Garf Parker. Lightmoor Village Estate Management Committee has three new members,

Racheal Davies, Hannah Jane Morris and Moci Wang as well as Pete Jones who was re-elected.

To find out more about the committees and their members, please go to <https://bvtlawleyvillage.org.uk/your-village/lawley-management-committee> or <https://bvtlightmoorvillage.org.uk/your-village/lightmoor-village-estate-management-committee>



Members of the Lightmoor Village Estate Management Committee that has now elected new members

In the winter issue, two 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 November issue, three articles mentioning Lawley were included.

Residents elected to Telford Management Committees

Earlier this year all residents in Lawley and Lightmoor Villages in Telford were invited to nominate themselves to join resident-led management committees.

The committees oversee the estates and stewardship services we provide in both villages and make sure residents' voices are clearly heard when shaping the service. Following an election, which all residents were invited to vote in, we're pleased to share both committees now have new resident members.

The Lawley Management Committee (LMC) has five new members:



New community volunteer website launched in Lawley

A community volunteer website has been launched by Lawley and Overdale Parish Council, Lawley Community Association and BVT to advertise volunteering opportunities in the area.

The website (link below) features permanent volunteer roles as well as one-off opportunities and school/work experience with BVT. Lindsey Powell, Community Development and Partnerships Officer at BVT, said: "Volunteering is a great way to develop new skills and to meet people. We'll be advertising a range of different opportunities on the site, as well as work experience placements for younger people."



[Visit the Community Volunteers Website](#)

Lawley Art Exhibition

Residents are invited to the first Lawley Art Exhibition, taking place at the Lawley Community Hub on Tuesday 26th November between 5.30pm and 7.30pm.

During the evening you'll be able to:

- See the unveiling of the Lawley Community Project where local children and residents created their own artwork. As well as a temporary physical display, there is also a special digital showing of the work, which will be available on our website after the exhibition. Any children who took part and come along on the evening will receive a certificate.
- The opportunity to watch a digital version of our museum, Selly Manor's, acclaimed Black Tudor art exhibition.
- View the artwork created and displayed by our artists in



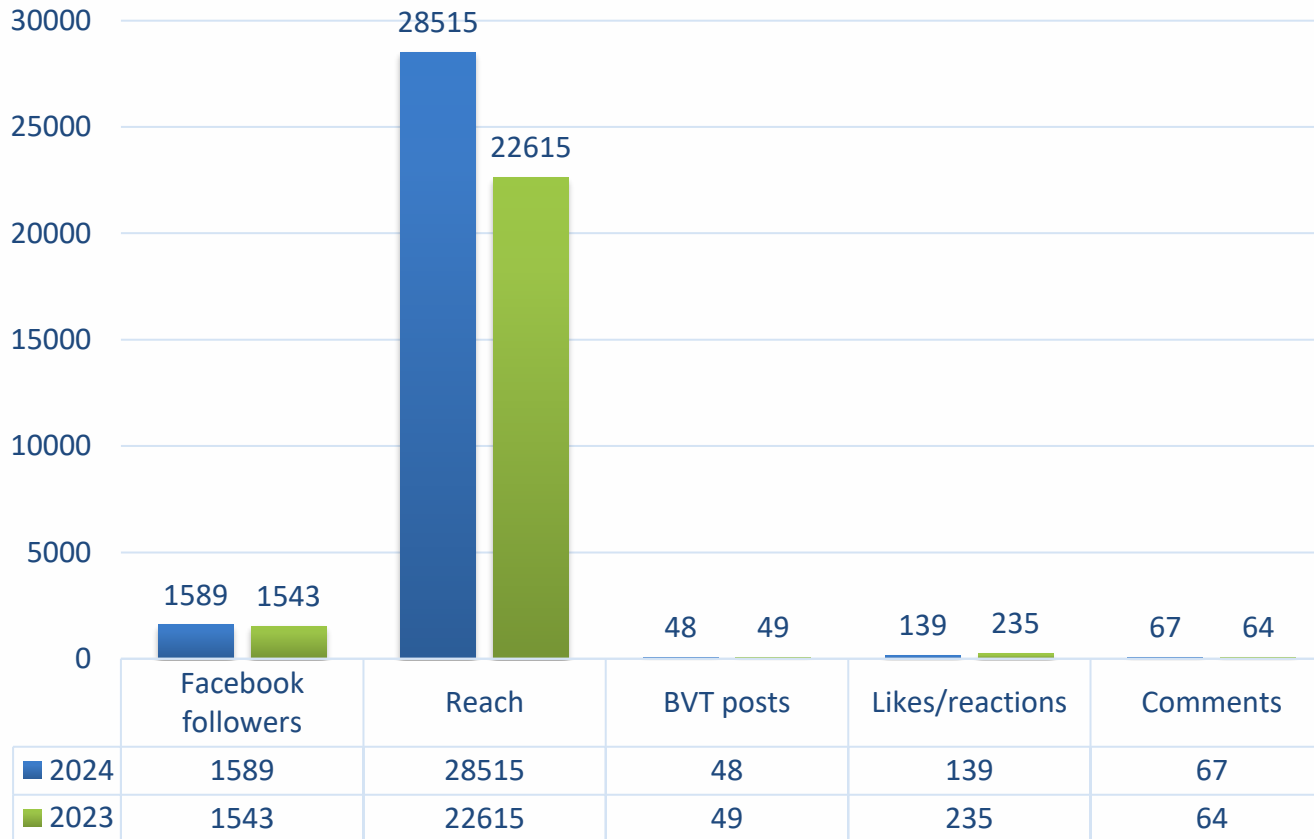
Intranet

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 fourth quarter of the year, two posts mentioning Lawley were included on the following topics:

- Telford Partnership in Action (The chairs of the committees joined staff in the judging interview after being short-listed in the housing awards)
- Colleagues invited to Lawley art exhibition



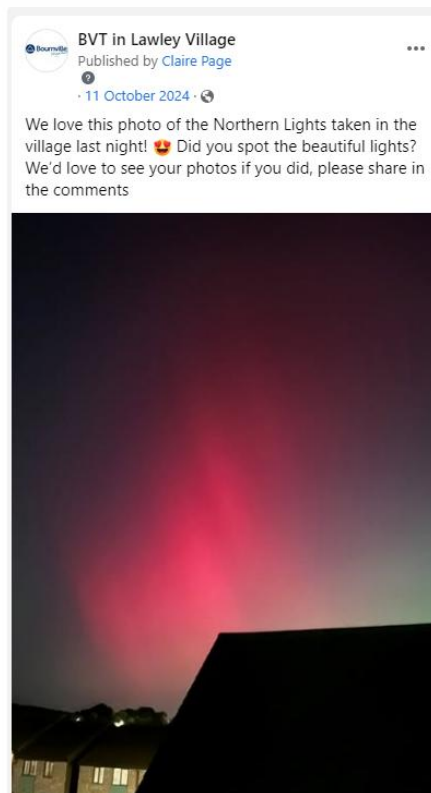
Facebook engagement



The number of Facebook followers is slowly increasing as is the reach, the engagement through posts such as the Northern lights and Christmas events show the interest in community activity and the need to continue raising the profile of all activities organised.

Most engaged Facebook posts

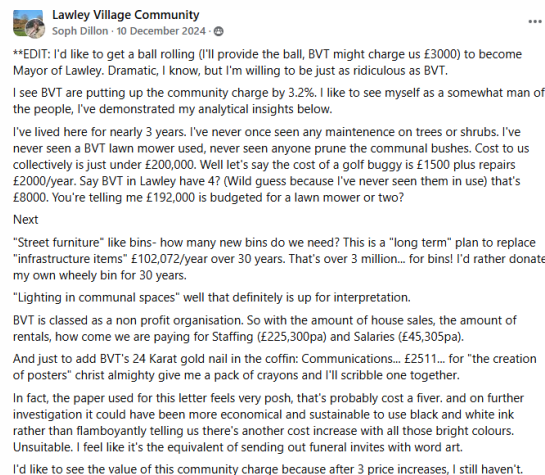
Most comments – Northern lights



Biggest reach – Christmas event update



Lawley Village Community – community Facebook page



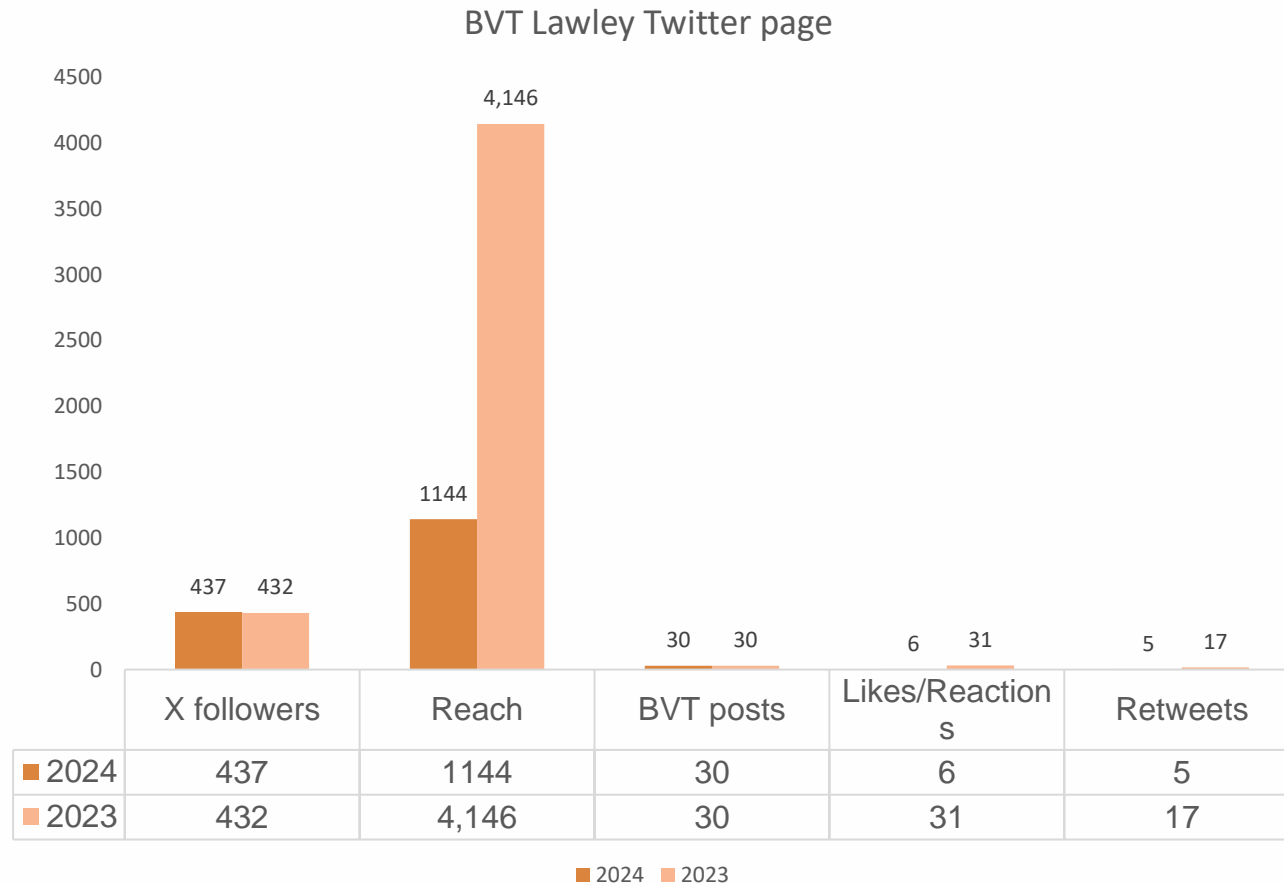
Facebook direct messages

Six direct messages received concerning:

- Three relating to the Christmas fayre
- Two relating to road adoption/responsibility
- One regarding advice for perceived ASB

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 Q4

LVC Elections 2024

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

How:

- Publish video of chair announcing winners.
- Website page updated with new committee members.
- Post on social media directing to website with details.

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 fourth quarter of the year.

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 revised Design Guide was received by the agency and signed off.
- The new version was uploaded to the BVT website.
- In the first quarter of 2025 communications will be issued around the amends to the Design Guide.



Lawley Customer Communications Report 2024

2024 Overview



- **Website:** In 2024 we solidified our website presence by keeping it informative, relevant and timely. Our communications signposted visitors to the website whether from social media, tenant newsletter or online newsletter. This resulted in increases across all our KPIs (see slide 5).
- **Partnerships:** In 2024 we continued to lead on partnership communications including flagship events Summerfest, Lawley 5K fun run and the Christmas event as well as the children's activities programme across the year.
- **External Communications:** Press releases relating to the official opening of Lawley Community Hub and Lawley 5K fun run resulted in coverage in local media. Articles about Lawley activities were included 18 times in both Inview (BVT's tenant newsletter) and our online newsletter.
- **Internal Communications:** Colleagues across BVT are kept up to date with Lawley activities through our internal channels – Intranet/Staff Bulletin and Staff Brief. In 2024 nearly 30 articles appeared across the platforms.
- **Projects:** We provided communications support to the E&S team on several projects ranging from the elections to the opening of the community hub (see slides 21 & 22)

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	

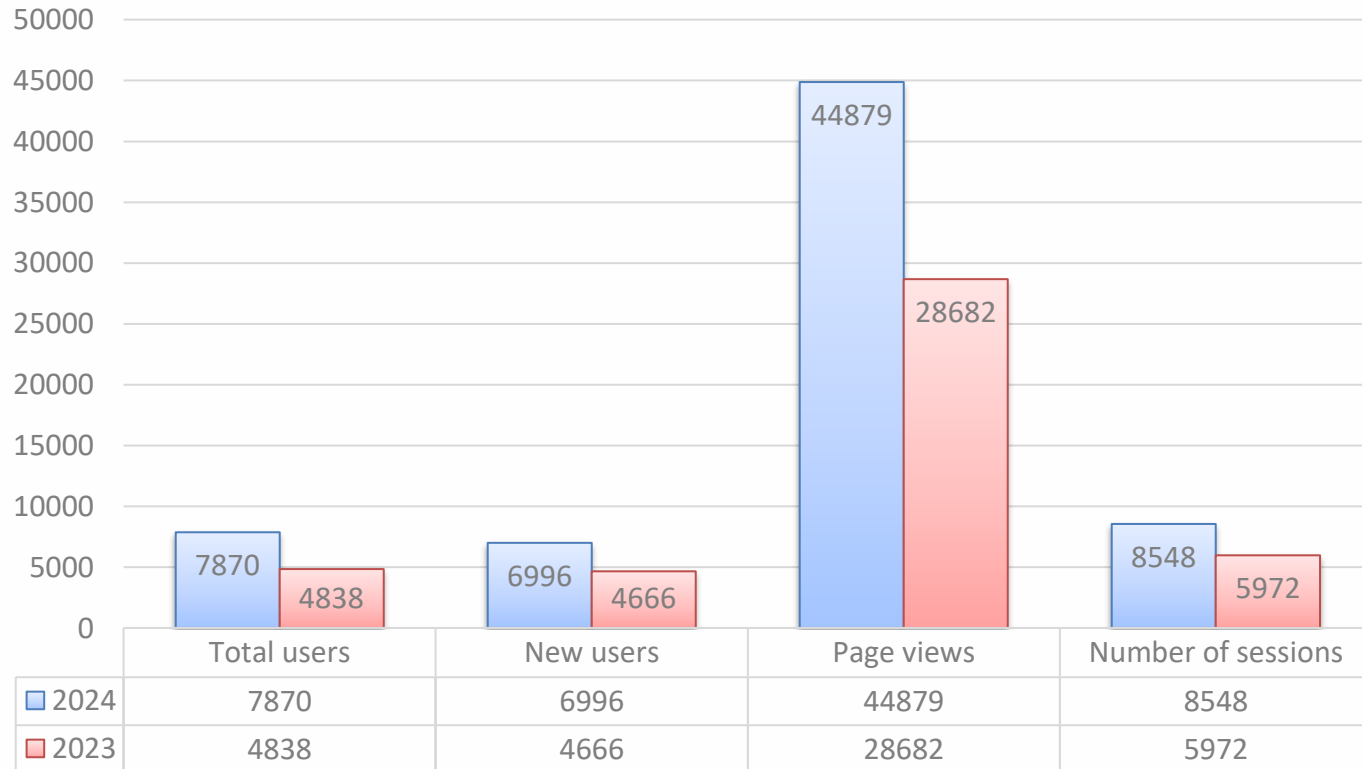
Digital statistics

- 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

■ 2024 ■ 2023



The results show a marked increase across all KPIs meaning more visitors to the website and greater interaction. The following slide details the top 10 most visited pages, by measuring these we can make informed decisions to maximize our website performance and improve user experience.

Top 10 website pages visited

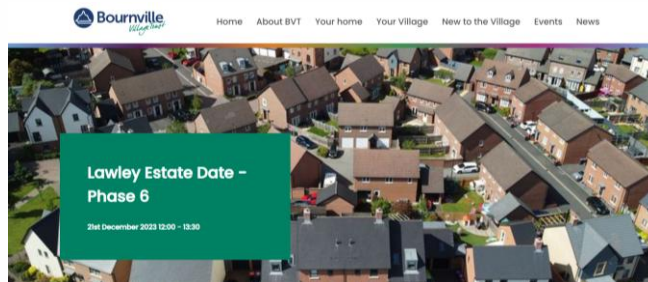
Page
Welcome to Lawley Village – home page
Lawley Management Committee
About Lawley Village
Events (general events page)
News
Meet the BVT Lawley Village Team
Lawley Ground Maintenance Contract
Contact us
Lawley Village Maps
Your village

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 Lawley Management Committee. The communications plan for the elections, which signposted people to the website following the elections ensured the information we wanted to share was accessible, even to those who don't use social media.

BVT Lawley website

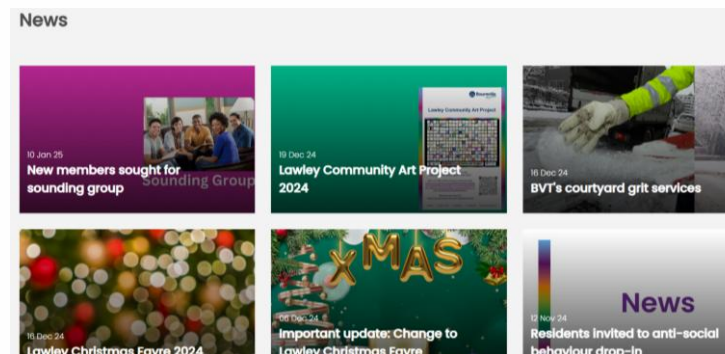
47 events added
to website

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.



26 estate dates
added to
website

40 news stories
added to website



Traffic acquisition (based on new users)

Method	Meaning	Number/%
Direct	Used the URL to go directly to the page	45%
Organic search	Unpaid listings on search engines e.g. a resident will search for the topic they are interested in	33%
Organic social	Click throughs via social media	12%
Referral	Via another source e.g. website	10%

- With nearly 50% of the community visiting our website directly, it means our website is becoming better known.
- 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
- Easter holiday activities
- Summer holiday activities
- Christmas Fayre
- Community Volunteers website



We led on 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

External Communications



News releases were issued based on the official opening of the Lawley Community Hub, Summerfest and the Lawley 5K fun run. Coverage was featured in the Shropshire Live and Telford Live.



For immediate release

PRESS RELEASE

Lawley's popular event returns this summer

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

Organised by Lawley Partnership Board, which includes Telford and Wrekin Council, Lawley and Overdale Parish Council and Bournville Village Trust, the festival offers the best live music entertainment the region has to offer and the opportunity to shop, eat and drink.

Simon Bailey, Deputy Clerk and Project, Events and Engagements Officer at Lawley and Overdale Parish Council, said:

"Last year's event was hugely popular and this year's festival promises to be bigger and

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, 2024



Family entertainment at Summerfest. Photo: Bournville Village Trust

Organised by Lawley Partnership Board, which includes Telford and Wrekin



For immediate release
21.2.24

PRESS RELEASE

New community hub officially opens in Lawley Village

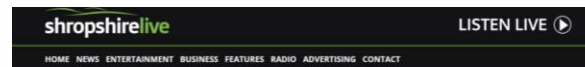
A former estate agent in Lawley Village has been transformed into a brand-new Community Hub for local people and groups.

The Hub, in the Village Square, was home to Foden Property until July 2023 when Bournville Village Trust (BVT), which provides estate management and stewardship services in the Village, took over the lease.

The charitable trust has worked closely with residents in the Village to create and shape the Hub, which will be used to provide opportunities for community groups and charities to meet.

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

The resident-led Lawley Management Committee, who govern the work of BVT's estate and stewardship services in Lawley, work closely with Telford and Wrekin Council and Lawley



New community hub officially opens in Lawley Village

NEWS February 21, 2024 updated February 21, 2024
By Shropshire Live



A former estate agent in Lawley Village has been transformed into a brand-new Community Hub for local people and groups.



PRESS RELEASE

Lawley's popular 5K fun run returns

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

Organised by Lawley Running Club and Lawley Partnership Board, which includes Telford and Wrekin Council, Lawley and Overdale Parish Council and Bournville Village Trust, the fun run welcomes all ages and all abilities.

Rich Handley, Lawley Running Club Group Leader said: "It's the date in the diary everyone looks forward to and is a real family event. We have children running with members of their family or community groups taking it at a pace to suit them. We also run a fancy dress competition, so it's a great sight for spectators to."



External Communications

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

New community volunteer website launches

A new website advertising volunteering opportunities in Lawley Village has launched.

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The website, www.communityvolunteers.uk, features permanent volunteer roles and one-off opportunities and work experience placements, including with BVT.

Lindsey Powell, Community Development and Partnerships Officer at BVT, said:

"Volunteering is a great way to develop new skills and to meet people. We'll be advertising a range of different opportunities on the site, as well as work experience placements for younger people."

Residents elected to management committees

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The committees oversee the estates and stewardship services we provide in both villages and make sure residents voices are clearly heard when shaping the service.

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The Lawley Management Committee has five new members, Matt Gabitas, Mark Darlington, Emily Bryan, Kate Ballinger and Garf Parker. Lightmoor Village Estate Management Committee has three new members,

Racheal Davies, Hannah Jane Morris and Moci Wang as well as Pete Jones who was re-elected.

To find out more about the committees and their members, please go to <https://bvtlawleyvillage.org.uk/your-village/lawley-management-committee> or <https://bvtlightmoorvillage.org.uk/your-village/lightmoor-village-estate-management-committee>



Members of the Lightmoor Village Estate Management Committee that has now elected new members

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-15th 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/>

In 2024 14 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.

External Communications

BVT's online newsletter issued six times a year. Originally aimed at homeowners, now it's available to anyone who subscribes. As it's issued every two months, it provides more regular opportunities to update residents. In 2024 18 articles mentioning Lawley were included.

Residents elected to Telford Management Committees

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[Visit the Community Volunteers Website](#)

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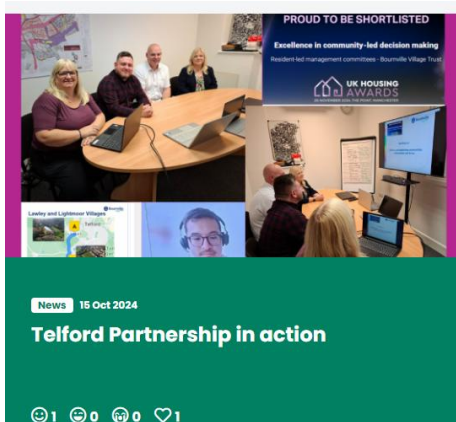


During the evening you'll be able to:

- See the unveiling of the Lawley Community Project where local children and residents created their own artwork. As well as a temporary physical display, there is also a special digital showing of the work, which will be available on our website after the exhibition. Any children who took part and come along on the evening will receive a certificate.
- The opportunity to watch a digital version of our museum, Selly Manor's, acclaimed Black Tudor art exhibition.
- View the artwork created and displayed by our artists in

Internal Communications

BVT staff have access to their own employee web platform (intranet) providing an opportunity for employees to catch up with what is going on across the organisation. In 2024 ten posts mentioning Lawley or the team were included ranging from residents elected to committee to marking neurodiversity week with team stories.



Internal Communications

Every two months BVT employees receive the Staff Bulletin, which updates them on changes to services, staffing, processes and procedures as well as sharing information relating to what's happening in BVT communities. In 2024 13 articles mentioning Lawley or the team were included ranging from being shortlisted for the housing awards to announcing the successful candidates of the committee elections.

Sculpture and orchard for villages thanks to Coronation Fund

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

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

The design was chosen to reflect how the former industrial land near Squatters Cottage has been regenerated. Organisations like Small Woods Association and Thropshire Wildlife Trust both use the area for environmental engagement and therapy activities.

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

The mini orchards feature a mix of apple, pear and cherry trees and as larger saplings were planted, residents won't have to wait too long to enjoy the fruits.

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

In addition, five living Christmas trees have been planted throughout Lawley. Residents and/or partners will be encouraged to take the opportunity to decorate them next year.



Committee elections set for September

Elections are set to take place in Lawley and Lightmoor Village this September for both area's committees.

The committees are responsible for overseeing the work of our estates and stewardship services and are resident-led.

The elections will see both existing committee members up for election as well as any residents who put themselves forward to fill available places.

A full programme of communication will take place before the elections and details will be shared on our micro-websites for each area.

In other news, since April, residents in Lawley have been able to observe the quarterly Lawley Management Committee (LMC) meetings.

Nick Freeman, Estates and Stewardship Manager in Lawley, said: "As a resident-led committee, members wanted residents to be able to see how the committee is run and the decisions made."

Details of the Lawley committee and how to join the meetings are available at www.bvtlightmoorvillage.org.uk



Lawley Community Hub



New community volunteer website launches

A new website advertising volunteering opportunities in Lawley Village has launched.

The Lawley and Overdale Community Volunteers website has been established by the Community Volunteer Group (CVG) which is made up of Lawley and Overdale Parish Council, Lawley Community Association and BVT.

The website, www.communityvolunteers.uk, features permanent volunteer roles and one-off opportunities and work experience placements, including with us.

Lindsay Powell, Community Development and Partnerships Officer, said: "Volunteering is a great way to develop new skills and to meet people. We'll be advertising a range of different opportunities on the site, as well as work experience placements for younger people."

If you know of a Telford resident who is looking for a volunteering opportunity, please direct them to the new website.

In other news

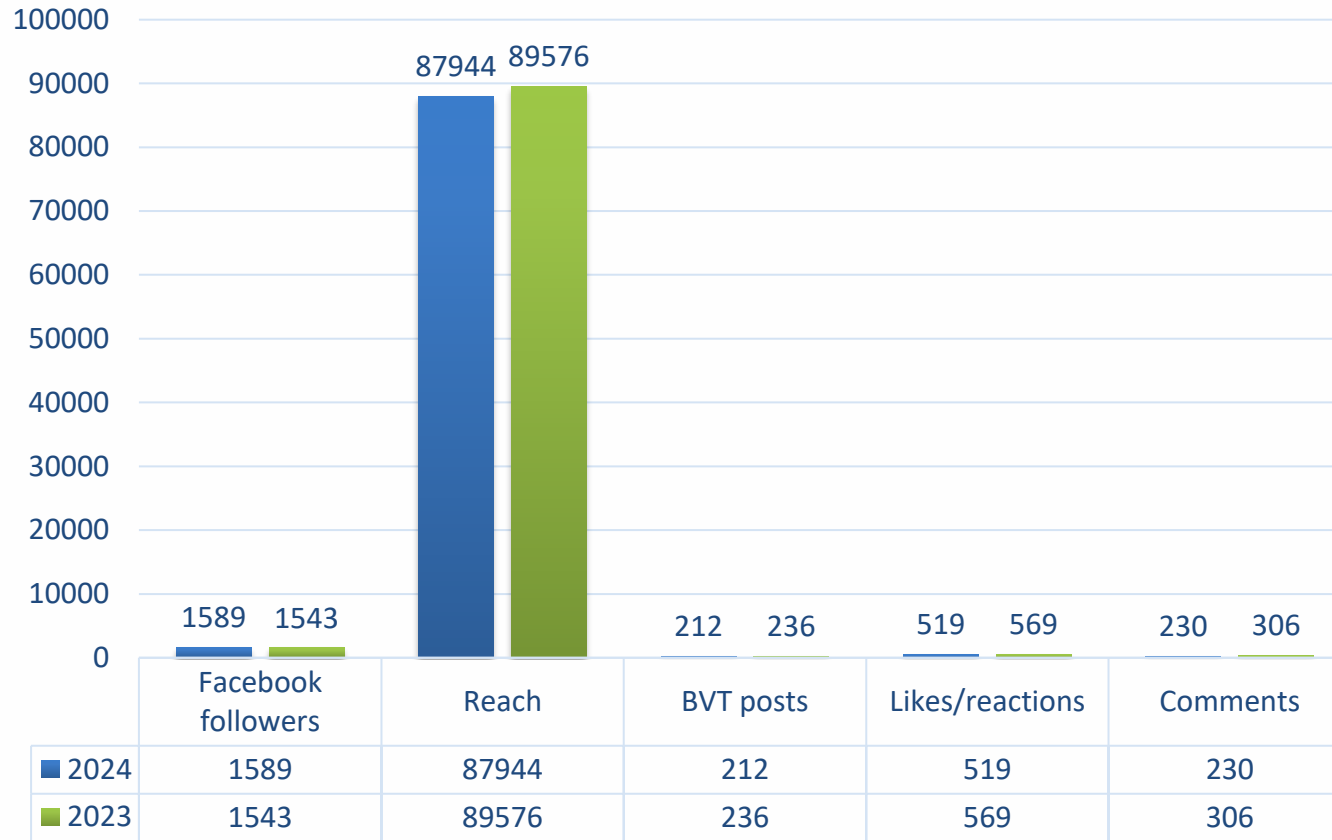
Our colleague Nick Freeman (Estates and Stewardship Manager in Lawley) was honoured to be chosen to attend the Remembrance Parade in London in November.

Nick said: "It was an honour to represent the Royal Signals Association alongside 45 other Royal Signals veterans on parade. During my time in the forces, I served in several locations including Germany and the Falkland Islands. It was a proud moment to be part of the parade and see HM The Prince of Wales take the salute as we re-entered Horse Guards Parade."

Congratulations Nick from all at BVT!



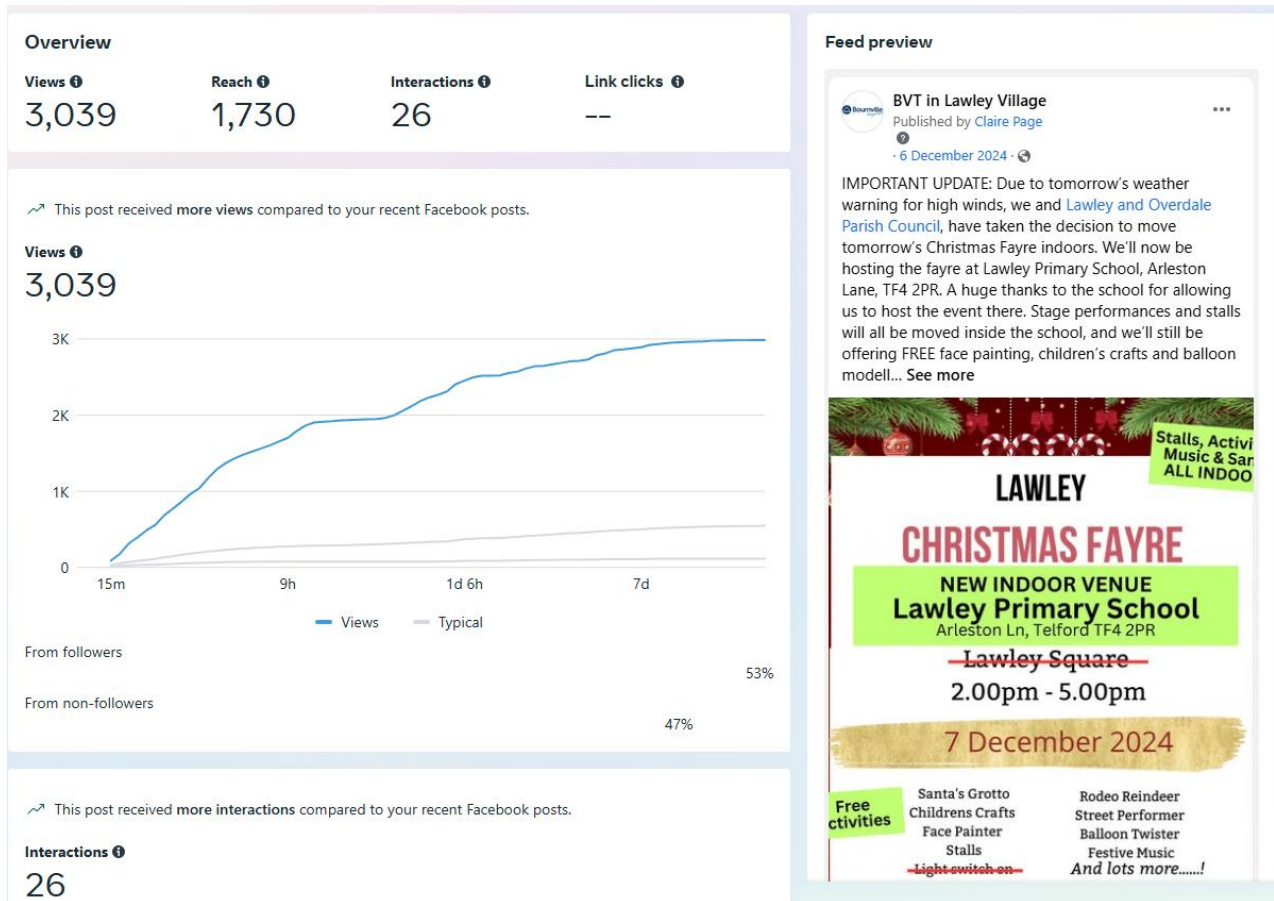
Facebook engagement



In 2024, there was a decrease of posts (24) however, the reach and engagement increased. On average a post in 2023 reached 380 people but in 2024 reached 415. Residents were invited to post their photos of the northern lights, which resulted in great interest. There was also good engagement with the Christmas event.

Most engaged Facebook posts

Highest views – Christmas



Views – Number of times content was played or displayed

Reach – Number of unique people that have seen the content (this is estimated)

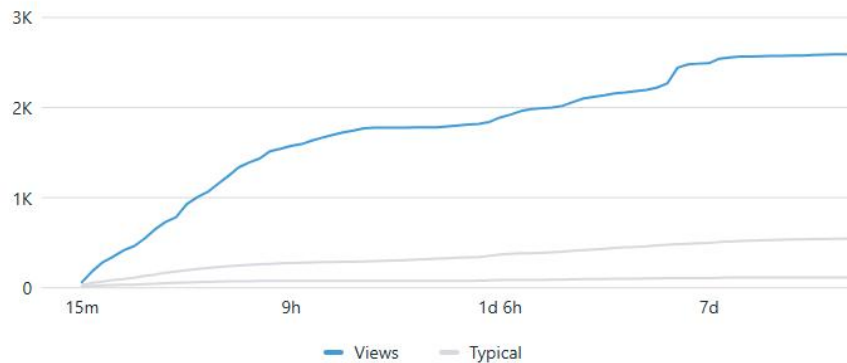
Most engaged Facebook posts

Most engagement & subjective comments – Community charge letter

Views ⓘ 2,655 Reach ⓘ 1,028 Interactions ⓘ 32 Link clicks ⓘ 19

↗ This post received **more views** compared to your recent Facebook posts.

Views ⓘ
2,655

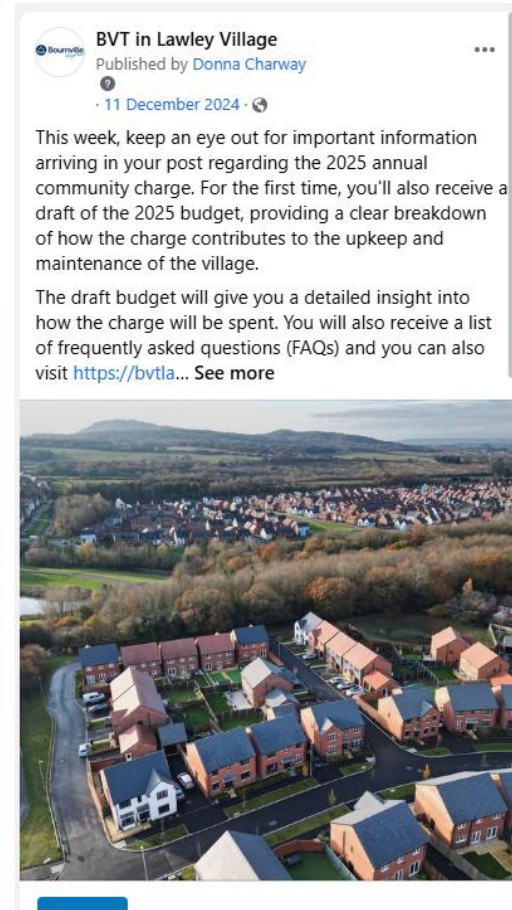


From followers

94%

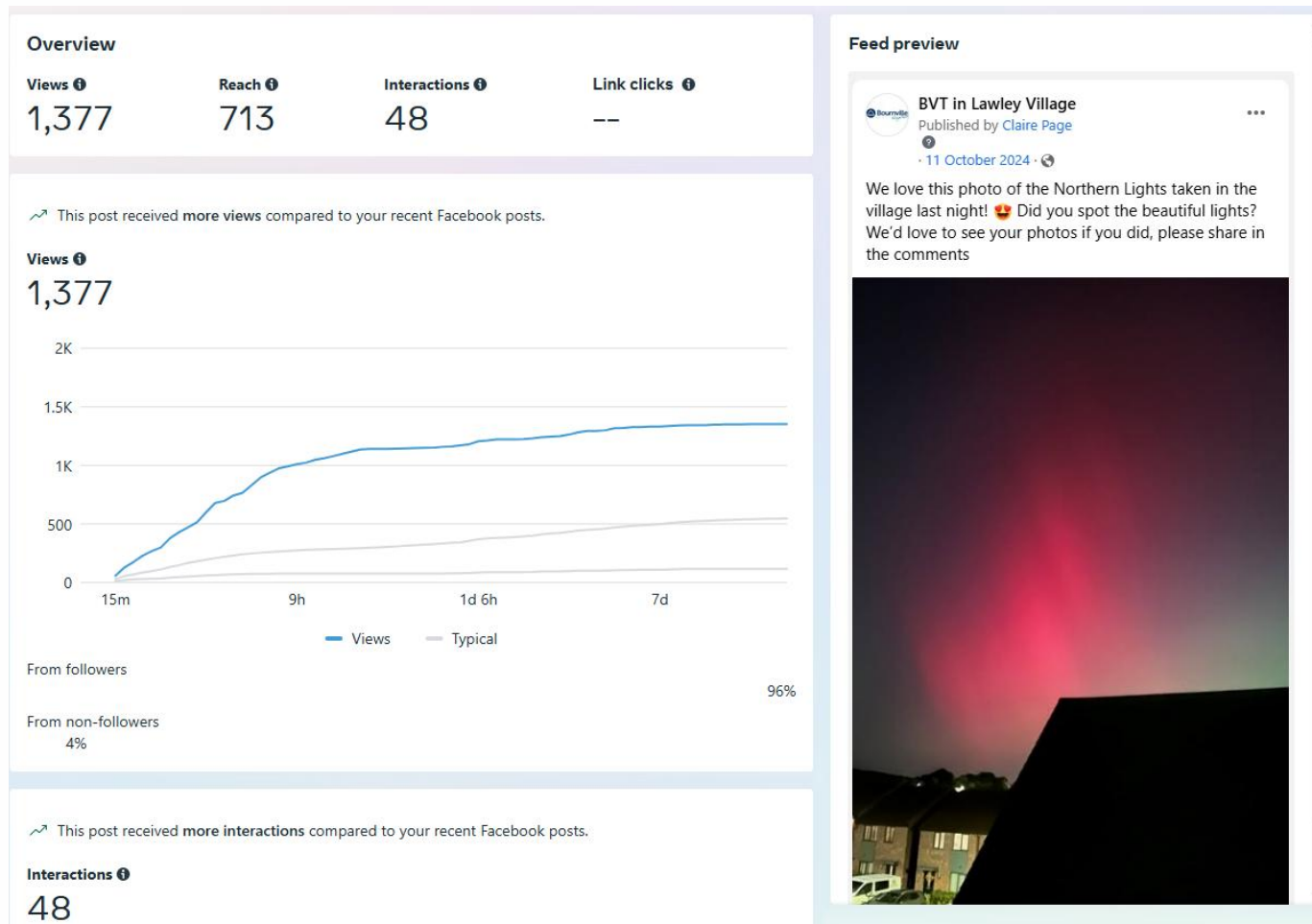
From non-followers
6%

↗ This post received **more interactions** compared to your recent Facebook posts.



Most engaged Facebook posts

Most engagement & positive comments – Northern lights



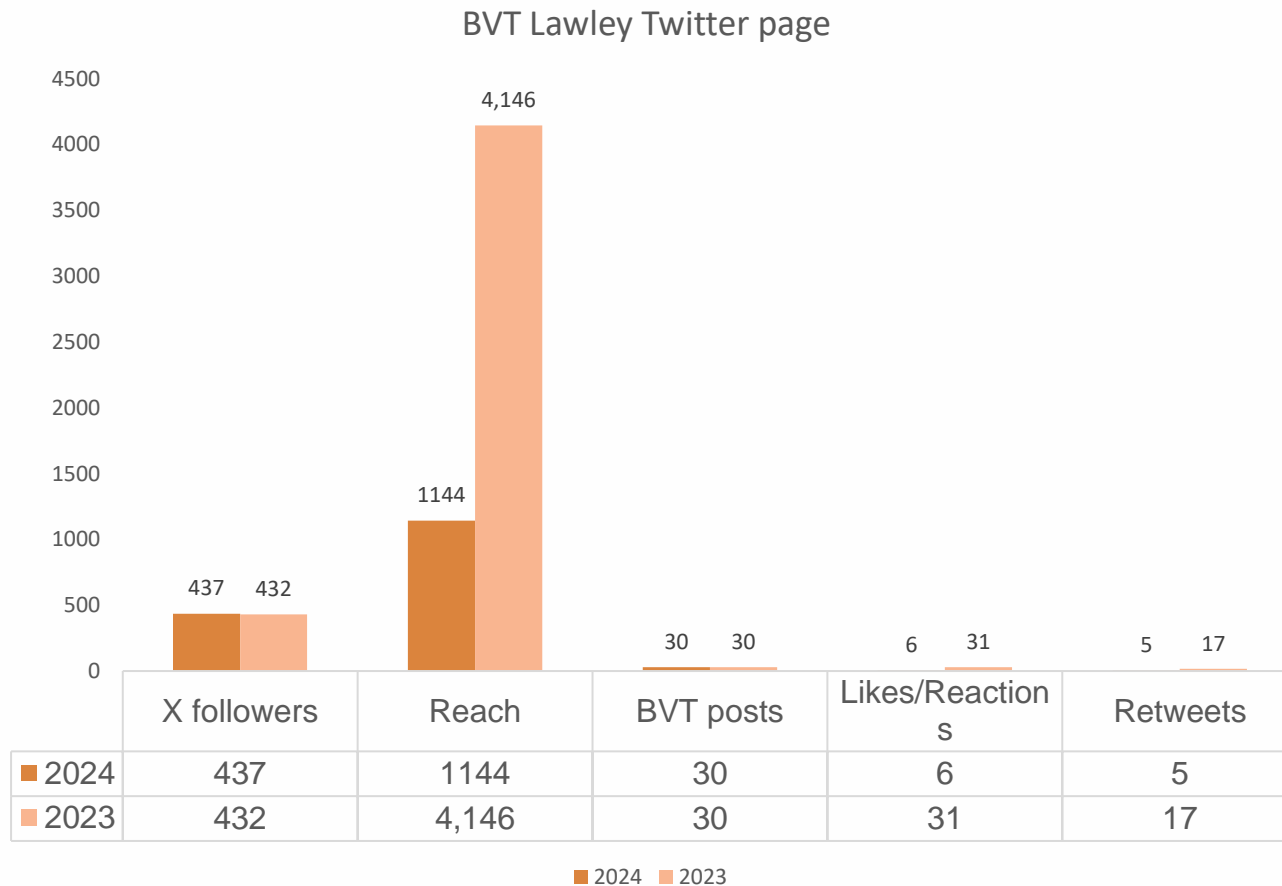
Facebook direct messages

31 direct messages received concerning:

- Nine relating to issues; developer, litter, grounds maintenance, roads and parking
- Seven relating to events
- Three relating to issues with neighbours
- Two relating to alteration queries
- Two relating to road adoption/responsibility
- Three regarding advice for ASB/vandalism
- One message requesting management pack as selling home

All messages are responded to initially by Customer Communications Officer and passed to relevant team member to resolve.

X engagement



- Although followers have slightly increased, engagement is lower compared to 2023. As part of our social media review, we'll be looking at the platforms we use.

Communications support for Lawley projects



Project	Tasks
Design Guide	<ul style="list-style-type: none">• Member of subgroup• Liaise with agency for re-design• Add revision to website• Promote new revised version (early 2025)
Grounds Maintenance contract	<ul style="list-style-type: none">• Record videos with team and B&MG Ltd around the contact, seasonal tasks and FAQs.• Create new pages on website and upload weekly reports.
Official opening of community hub	<ul style="list-style-type: none">• Work with E&SM for branding of hub and ensure installation.• Write news release announcing official opening and issue to local media
Youth activities	<ul style="list-style-type: none">• Set up as events on website and social media platforms• Promote activities regularly and where possible use case studies.

Communications support for Lawley projects contd.

Project	Tasks
Lawley Community Art Project	<ul style="list-style-type: none">• Support Lin in promoting the art project by:<ul style="list-style-type: none">- Featuring artists in residence on our website and social media- Encouraging entries via as many channels as possible including our external and internal platforms
Summerfest	<ul style="list-style-type: none">• Create communications plan for Summerfest including:<ul style="list-style-type: none">- Regular posts on all relevant platforms including appeals for stalls, promotion of entertainment, food, activities.- Write and issue news release to local media.- Carry out live social media posting on the day and follow-ups.
Committee elections	<ul style="list-style-type: none">• Created communication plan for pre and post elections including videos, website updates and social media posts.

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	16 th September 2025	2 nd 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				
		1.	Introductions And Apologies	Chair	
		2.	Declarations Of Interest	Chair	
		3.	Minutes	Chair	

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		4.	Matters Arising/Outstanding Actions	Chair	
		5.	Communication Forum	CP	
		6.	Election Of Vice-Chair	HP	
		7.	Quarterly Financial Report	TR	
		8.	Estates And Stewardship Update	NF	
		9.	Quarterly Performance Report	NF	
		10.	Community Development and Partnership Report	NF	
		11.	Quarterly Communications Report	NF	
		12.	Lawley Partnership Board Update	TR	
		13.	Meeting Plan 2025	NF	
		14.	Any Other Business	Chair	
		15.	Dates Of Next Meetings	Chair	
		16.	Confidential Item		
		17.	Confidential Item		
		18.	Confidential Item		
		19.	Confidential Item		
11th March 2025	Working Group Meeting				
		1	M&BG Update		
		2	GM Satisfaction Surveys	NF	
1st April 2025	Working Group Meeting				
		1	KPI Review	NF/TR	
13th May 2025	Quarterly LMC Meeting				
24th June 2025	Working Group Meeting				
		1	Eileen Hower Grants	LP	
		2	Lawley Community Hub Pricing	NF/LP	
2nd September 2025	Working Group Meeting				
16th September 2025	Quarterly LMC Meeting				

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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. June 2025
Eileen Hower Grants	LP/NF	To consider revised process. – June 2025