

**BOURNVILLE VILLAGE TRUST  
LAWLEY MANAGEMENT COMMITTEE**

**Meeting of the Lawley Management Committee (LMC)  
to be held on Tuesday 13<sup>th</sup> May 2025 at 1800hrs at Lawley Community Hub &  
Via Video Link.**

**A G E N D A**

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| <b>1. INTRODUCTIONS AND APOLOGIES</b>  | <b>CHAIR</b> | <b>6.00pm</b> |
| <b>2. DECLARATIONS OF INTEREST</b><br>Member to declare interests with any items <u>specifically on this agenda.</u>                     | <b>CHAIR</b> | <b>6.01pm</b> |
| <b>3. MINUTES</b><br>To receive and <b>APPROVE</b> the Minutes of the meetings held on:<br>• <b>Tuesday 4<sup>th</sup> February 2025</b> | <b>CHAIR</b> | <b>6.02pm</b> |
| <b>4. MATTERS ARISING/OUTSTANDING ACTIONS</b><br>To receive updates on outstanding actions from the previous Minutes (attached)          | <b>CHAIR</b> | <b>6.15pm</b> |

**ITEMS FOR DECISION**

- 5. There are no items for decision at this meeting.**

**ITEMS FOR DISCUSSION**

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|--|--------------|---------------|
| <b>6. QUARTERLY FINANCIAL REPORT</b><br>To receive a report (attached)     | <b>TR/NF</b> | <b>6.20pm</b> |
| <b>7. ESTATES AND STEWARDSHIP UPDATE</b><br>To receive a report (attached) | <b>NF</b>    | <b>6.25pm</b> |
| <b>8. QUARTERLY PERFORMANCE REPORT</b><br>To receive a report (attached)   | <b>NF</b>    | <b>6.35pm</b> |

**ITEMS FOR NOTING**

- |  |           |               |
|--|-----------|---------------|
| <b>9. COMMUNITY DEVELOPMENT AND PARTNERSHIP REPORT</b><br>To receive a report (attached) | <b>NF</b> | <b>6.40pm</b> |
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| <b>10. QUARTERLY COMMUNICATIONS REPORT</b><br>To receive a report (attached)    | <b>DC</b>    | <b>6.50pm</b> |
| <b>11. LAWLEY COMMUNITY CONSORTIUM UPDATE</b><br>To receive a verbal update     | <b>AT</b>    | <b>7.00pm</b> |
| <b>12. MEETING PLAN 2025</b><br>To receive a plan of future meetings (attached) | <b>NF</b>    | <b>7.05pm</b> |
| <b>13. ANY OTHER BUSINESS</b>   | <b>CHAIR</b> | <b>7.15pm</b> |
| <b>14. DATES OF NEXT MEETINGS</b>   | <b>CHAIR</b> | <b>7.20pm</b> |

**FORMAL MEETINGS**

16th September 2025

11th November 2025 or Awayday 15th November 2025 TBC

**WORKING GROUP MEETINGS**

24th June 2025

2nd September 2025

21st October 2025

2nd December 2025

**OPEN MEETING CLOSES**



**Minutes of the Lawley Management Committee**  
**Meeting held at Lawley Community Hub and online via Microsoft Teams on**  
**4<sup>th</sup> February 2025 at 18:00**

	<p><b>PRESENT:</b>          James Haldron (JH) – Chair          Pete Richmond (PR)          Arthur Tsang (AT)          Grant Williams (GW)          Garfield Parker (GP)          Emily Bryan (EB)          Mark Darlington (MD)          Matt Gabbitas (MG)</p>	
	<p><b>IN ATTENDANCE:</b>          Nick Freeman (NF) – Estates &amp; Stewardship Manager          Hannah Pryce (HP) – Head of Governance          Clair Paige (CP) - Head of Communications          Shannon Reynolds (SR) – Minute Taker          Donna Charway (DC) – Online Meeting Facilitator</p>	
	<p><b>OBSERVERS</b>          This is a public meeting; those joining can observe and interact with DC only.</p>	
<p><b>001/25</b></p>	<p><b>INTRODUCTIONS &amp; APOLOGIES</b></p> <p><u>Introductions:</u>          Clair Paige (CP) - Head of Communications</p> <p><u>Apologies:</u>          Cllr Luke Lewis (LL)          Tracey Rowe (TR) - Head of Estates &amp; Stewardship</p> <p><u>Absent:</u>          Ian Springle (IS)          Kate Ballinger (KB)</p>	
<p><b>002/25</b></p>	<p><b>DECLARATIONS OF INTEREST</b></p> <p>None received.</p>	

	Committee <b>NOTED</b> there were no declarations.	
<b>003/25</b>	<p><b>MINUTES</b></p> <p>JH tabled the minutes of the of 9<sup>th</sup> November 2024 meeting (Appendix 3) and asked if there were any comments or amendments.</p> <p>MG requested that it be noted during discussions on the design guide or equality, equity, diversity, and inclusion (Min. 065/24 &amp; Min. 068/24) that committee considered exploring other options BVT can offer to support residents who don't speak English as their first language. For example, exploring if the design guide could be translated into other languages.</p> <p>AT informed the Committee that BVT are about to launch the new Customer Communication Needs and Preferences Policy, which addresses language barriers and the need for documentation in various formats. We have adopted a realistic approach, recognising the high costs and website space limitations of publishing all documents in multiple languages. Instead, we will respond to customer requests for translations on an as-needed basis.</p> <p>AT added BVT are collaborating with Birmingham Talking Newspaper to create an audio version of the Birmingham Design Guide, that Committee could explore for the Lawley Design Guide in the future. This will provide an accessible format for individuals with visual impairments or other accessibility needs.</p> <p>GW noted that online translation tools allow people to easily translate text by copying and pasting it. This removes the need for an intermediary to create another edition. He suggested using smart technology for this purpose.</p> <p>Committee unanimously <b>APPROVED</b> the minutes of the meeting held on the of 9<sup>th</sup> November 2024 as a true and accurate reflection.</p>	
<b>004/25</b>	<p><b>MATTERS ARISING/OUTSTANDING ACTIONS</b></p> <p>JH presented the outstanding actions schedule (Appendix 4).</p> <p>A015/24 (Team Engine &amp; BVT email) – HP explained that IS was very busy before Christmas and had hoped to see him at the meeting to check his availability. However, she will drop Ian a note anyway and see if he is now able to do his training.</p> <p>063/24 (30-year Budget Plan Amendment) – NF commented that he can arrange for an update to be sent out to Committee.</p> <p>063/24 (Financial Support Fund) – NF advised this will be deferred to another meeting.</p> <p>No comments were received.</p>	<p>TR</p> <p>TR</p>

Committee **APPROVED** and **NOTED** the Outstanding Actions Schedule

**ITEMS FOR DECISION**

**005/25 COMMUNICATION FORUM**

Propose a way to shape how resident voices can be heard.  
Will share comments heard at Lightmoor Committee.

CP presented a PowerPoint presentation illustrating what is being done to continuously improve communication in response to feedback shared by residents on the Lightmoor committee.

CP proposed that:

- The current committee Customer Communications Sub-group becomes a Communications Forum with open membership.
- The forum will focus on key communication reviews throughout the year, linked to service improvements and the overarching PR and Comms strategy for Lawley and Lightmoor.
- Reviews will cover areas like the website, charges communication and election campaigns, with results reported back to the committee.

CP explained the aim is to:

- Ensure residents' voices are heard and shape communications.
- Allow committee members to focus on strategic oversight of the estates and stewardship services.
- Capture a wide range of resident opinions from across Lawley and Lightmoor.
- Leverage the skills, interests and experience of residents in communication to influence and enhance comms.

CP explained that the team will continue to work closely with the committee on day-to-day matters. For example, if we need to issue reactive communications, where possible, we will ensure Committee are aware of it first or seek Committee's opinion or guidance before proceeding.

CP asked if there were any questions.

Committee briefly discussed misinformation about BVT on social media. Comments of frustration were raised that this goes unchallenged. However, it was noted that challenging people online often leads to arguments and alternative approaches were

	<p>suggested, such as inviting individuals to email or speak directly with the team, to avoid the confrontational nature of social media.</p> <p>CP acknowledged the frustration committee members feel when reading those comments, especially given their passion for their community. Currently, BVT does not respond to comments on community pages they do not manage. This approach allows us to understand community sentiment and address issues through standalone communications if necessary. However, CP mentioned that this approach is open to discussion. As part of the social media and networking policy review this year, the team will be looking at how similar organisations manage their social media and responses to comments.</p> <p>GW asked about the process of sharing information for validation on day-to-day matters. He expressed concern that this process could delay the message, potentially missing the opportunity to communicate effectively. He noted that waiting for responses from busy individuals could also cause delays. GW suggested that having a larger team or forum could increase the availability of people to provide timely feedback and ensure the messaging is accurate.</p> <p>CP agreed and while there may be situations requiring quick, reactive communication, they will inform committee via email, explaining the urgency and allowing for non-responses if members are unavailable. This keeps the committee informed even when immediate feedback isn't possible.</p> <p>JH asked Committee if they support the proposal for a Communications Forum.</p> <p>Committee unanimously <b>APPROVED</b> the proposal regarding the Communication Forum.</p> <p>CP left the meeting.</p>	
<p><b>006/25</b></p>	<p><b>ELECTION OF VICE CHAIR</b>  HP presented the report (Appendix 6).</p> <p>HP asked if there were any questions.  None were received.</p> <p>Committee <b>NOTED</b> the outcome of the election process and <b>APPROVED</b> the appointment of Matthew Gabbitas to the role of Vice-Chair for a two-year term in accordance with the Terms of Reference.</p> <p>HP left the meeting.</p>	
<p><b><u>ITEMS FOR DISCUSSION</u></b></p>		

<p><b>007/25</b></p>	<p><b>QUARTERLY FINANCIAL REPORT</b>  NF presented the report (Appendix 7 &amp; 7.1)</p> <p>NF commented that this is the period 13 report. It should be similar to the year-end numbers, but there may still be changes due to accruals and other adjustments. The final audited accounts will be released in due course.</p> <p>GP highlighted 'The Strategic Risk Register identifies Risk 9 as Lack of accountability to customers and poor-quality services.' (Section 6, Appendix 7). GP queried where that risk sits e.g. is it a BVT executive committee thing, and how frequently is it reviewed?</p> <p>NF explained that the risk register for Lawley is reviewed quarterly. It was agreed by Committee to remove it as a standing agenda item unless there was a change, so at this time there is no change to the risk register.</p> <p>NF noted that, with the addition of new Committee members, this should be reported on at least once so it can be put on the agenda for the next meeting. NF suggested that the register could be added as a standing agenda for Quarter 1 of every year as a minimum.</p> <p>Following a concern raised regarding the potential increase of the Community Charge for 2026, Committee discussed reprofiling the Community Charge increase, taking into account the difference from 2024-2025, so that the increase in 2026 and subsequent years is more balanced. It was noted that there are many variables that could make a difference to the increase, such as the addition of charge-paying properties in Phase 11.</p> <p>PR advised that if we reduce the 8% lead from 2024-2025 to 3% or 2%, there is the risk of a much higher lead, up to 9% or 10% in 2026, because you're leaping from the somewhat subsidised 2025 position up to the full 2026 position. This could make 2025 look better but cause bigger issues in 2026.</p> <p>MG noted the quarters are shown cumulatively and suggested that it is worth showing quarter to quarter so that the increases don't look as big. MG suggested he could meet with NF to go through it together.</p> <p>Committee <b>NOTED</b> the contents of the report.</p>	<p>TR</p>
<p><b>008/25</b></p>	<p><b>ESTATES AND STEWARDSHIP UPDATE</b>  NF presented the report (Appendix 8) and asked if there were any questions.</p> <p>MG congratulated the team on their work for the Christmas Fayre.</p>	

	<p>MD commented that since joining Committee, he has learnt a lot about the Estates Officer's responsibilities and emphasised the importance of the Estates Officers. MD encouraged anyone who has questions about what they can or can't do to refer to them.</p> <p>MD noted that it's important to clarify on the website that certain permissions don't require payment, as this can be confusing. This is a positive, especially since permitted development rights are removed, and people might think they need to pay both Telford &amp; Wrekin Council and BVT. MD believes this clarification is a good selling point.</p> <p>GP commented that he has raised with Lindsey Powell that there was an opportunity to invite the people who weren't elected to the Committee, but still showed interest and commitment, to join the Sounding Group. LP to ensure all candidates have been approached.</p> <p>Committee <b>NOTED</b> the contents of the report.</p>	LP
009/25	<p><b>QUARTERLY PERFORMANCE REPORT</b> NF presented the report (Appendix 9 &amp; 9.1)</p> <p>Committee discussed a member's suggestion to apply incentives for paying the Community Charge, e.g. a small discount for those who pay in a lump sum, because it could potentially allow Committee to plan better for the for the year ahead and would accumulate interest for longer.</p> <p>PR noted there is a potential risk that a discount would increase the Charge. PR suggested evaluating the budget to determine the discount's impact and considering potential income loss if everyone opted for the discount. GW highlighted the need to assess interest rates and the financial landscape.</p> <p>PR suggested having the Income Recovery Team report on their activities and using that as an opportunity to review the direct debits.</p> <p>NF advised that offering different rates could breach the TP1 agreement and noted potential capacity issues within the Finance team.</p> <p>PR suggested having the conversation, if possible, even if no changes are made. PR commented that discussing ideas could uncover benefits for Lawley and potentially establish good practices.</p> <p>Committee <b>NOTED</b> the contents of the report.</p>	
<b><u>ITEMS FOR NOTING</u></b>		

010/25	<p><b>COMMUNITY DEVELOPMENT AND PARTNERSHIP REPORT</b> NF tabled the report (Appendix 10).</p> <p>No questions or comments were received.</p> <p>Committee <b>NOTED</b> the report.</p>	
011/25	<p><b>QUARTERLY COMMUNICATIONS REPORT</b> NF tabled the report (Appendix 11, 11.1 &amp; 11.2)</p> <p>No questions or comments were received.</p> <p>Committee <b>NOTED</b> the report.</p>	
012/25	<p><b>LAWLEY PARTNERSHIP BOARD</b></p> <p>AT provided an update. In summary:</p> <ul style="list-style-type: none"> <li>• BVT agreed to support the development of the early partnership board, which involved paying towards what was the partnership coordinator's role.</li> <li>• The funding has now ended.</li> <li>• A review of the board's outcomes and outputs led to a decision to re-evaluate its future function.</li> <li>• The board will be transitioning to a community consortium.</li> <li>• Progress has been slow due to changes at Telford &amp; Wrekin Council.</li> <li>• The first meeting of the new consortium will be Thursday 13<sup>th</sup> February.</li> <li>• JH, Chair of the Lawley Management Committee, and representatives from BVT (TR, AT, and NF) are invited.</li> <li>• The meeting will cover terms of reference, structure, purpose, and outcomes.</li> <li>• An update will be provided at the next committee meeting.</li> <li>• Positive outcomes from the partnership board include numerous completed activities and actions e.g. Lawley welcome signs, speed cameras and tree planting.</li> </ul> <p>Committee briefly discussed concerns raised about the effectiveness and status of the yellow line scheme outside Lawley Primary Academy school, noting issues with traffic congestion and inconsiderate parking by parents. Committee were informed that the traffic regulation consultation process faced delays, requiring a second round of consultation, which has recently concluded.</p> <p>NF will speak to Lawley &amp; Overdale Parish Council for updates on the situation with the Traffic Regulation Orders.</p> <p>AT emphasized the necessity of the new community consortium following the end of the previous partnership board. AT highlighted the importance of addressing residents' concerns and ensuring clear expectations at the upcoming consortium meeting. AT</p>	NF

	<p>commented that BVT's support for the consortium includes the expectation of resident representation. Historically, agencies have acted without fully understanding residents' needs. AT is optimistic about LMC Chair's involvement in the consortium.</p> <p>AT suggested that the traffic consultation could be brought to the community consortium as an example of how quickly things can fall down when that structure isn't in place.</p> <p>Committee <b>NOTED</b> the update.</p>	
<b>013/25</b>	<p><b>MEETING PLAN 2025</b> NF tabled the 2025 Meeting Plan (Appendix 13).</p> <p>NF commented that Committee are welcome to submit agenda items or items for discussion at Working Group meetings to himself or SR.</p> <p>No questions or comments were received.</p> <p>Committee <b>NOTED</b> the meeting plan.</p>	
<b>014/25</b>	<p><b>ANY OTHER BUSINESS</b> JH asked if there was any other business.</p> <p>MG noted that the reports from M&amp;BG combine Phase 1A and 1B, despite the areas being about half a mile apart. MG suggested separating these phases in the reports to provide clearer information for residents about which areas have been visited.</p> <p>NF noted this for action.</p> <p>MG asked if committee members will be issued chocolate shop cards.</p> <p>NF advised that he would check when they are being issued.</p>	<p>NF</p> <p>NF</p>
<b>015/25</b>	<p><b>DATE OF NEXT MEETING</b></p> <p><u>Formal meetings</u> 13th May 2025 16th September 2025 11th November 2025 or Awayday 15th November 2025</p> <p><u>Working Group meetings</u> 11th March 2025 1st April 2025 24th June 2025 2nd September 2025 21st October 2025 2nd December 2025</p>	

	Committee <b>NOTED</b> the date of the next meeting.	
	<b>The meeting closed at 07:45pm</b>	
	<p>..... Chair</p> <p>..... Date</p> <p>..... Secretary</p> <p>..... Date</p>	

DRAFT

MIN	TOPIC	ACTION	Action Owner	PROGRESS
	<b>ACTIONS FROM LMC 13<sup>th</sup> May 2025</b>			
<b>23/25</b>	<b>TOR Review &amp; Committee Effectiveness Review</b>	HP to arrange for TOR Review & Committee Effectiveness Review to be ready for LMC 16 <sup>th</sup> September Meeting	<b>HP</b>	
	<b>ACTIONS FROM WORKING GROUP 1<sup>st</sup> April 2025</b>			
<b>A03/25</b>	<b>PowerPoint Presentation</b>	SR to add Income Services PowerPoint presentation to TeamEngine.	<b>SR</b>	<b>Complete</b>
	<b>ACTIONS FROM WORKING GROUP 11<sup>th</sup> March 2025</b>			
<b>A02/25</b>	<b>Audit Error</b>	NF to follow up with MG to explain what has happened with regards to a correlation error with a M&BG audit.	<b>NF</b>	
<b>A01/25</b>	<b>Lawley West Land</b>	NF to seek confirmation that that the land has been handed back. Upon confirmation, NF to notify PG for M&BG to cease maintenance. Additionally, NF to arrange for letters to be sent to residents to inform them of	<b>NF</b>	

		the change, and an update to be posted on the website.		
	<b>ACTIONS FROM LMC 4<sup>th</sup> February 2025</b>			
<b>019/25</b>	<b>Desk Quote Options</b>	NF to check the difference in price of the desks in Option 3 and if cheaper ask if they could be added to Option 2 instead. NF to explore if there are elements that could be cheaper so that the money could be used for standing desks.	<b>NF</b>	Standing desks were not viable given the small size of the desks being purchased and the budget available. All desks and chair are DSE compliant. Retrofit standing desks remain under consideration subject to the budget position at the end of the financial year. <b>COMPLETE</b>
<b>014/25</b>	<b>Chocolate Cards</b>	NF to ask when chocolate shop cards for committee members will be issued	<b>NF</b>	Chocolate cards have been issued. <b>COMPLETE</b>
<b>014/25</b>	<b>M&amp;BG Report</b>	NF to ask that Phase 1A&1B are separated in the M&BG reports.	<b>NF</b>	Phases now reported separately. <b>COMPLETE</b>
<b>012/25</b>	<b>Traffic Regulation Orders</b>	NF will speak to Lawley & Overdale Parish Council for updates on the situation with the Traffic Regulation Orders outside Lawley Academy	<b>NF</b>	LOPC Consulted. TRO's are still in progress and are due to come into force shortly (no fixed date) <b>COMPLETE</b>
<b>008/25</b>	<b>Sounding Group</b>	LP to ensure all unsuccessful candidates from LMC elections are invited to join the Sounding Group	<b>LP</b>	
<b>007/25</b>	<b>Risk Register</b>	Lawley Risk register to be reported on at the next meeting for new committee members.	<b>TR</b>	Scheduled for the working group meeting 2 <sup>nd</sup> September.

ACTIONS FROM WORKING GROUP 3 <sup>rd</sup> December 2024				
A015/24	Team Engine & BVT email	HP to arrange a session with IS regarding signing in to Team Engine and setting up a BVT email.	HP	Update 04/02/25 – HP to contact IS to check availability.
ACTIONS FROM LMC 9 <sup>th</sup> November 2024				
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/NF	<p>TR discussed difference with the finance team. Finance team advised these percentages will be different for the following reasons:</p> <p>The uplift from the previous year will be different to the increase in the community charge per property for the following reasons –</p> <ul style="list-style-type: none"> <li>- The number of properties has increased</li> <li>- Although all expenditure has increase by 3.2% the Transfer to the wear &amp; Tear fund has increased and transfer from the infrastructure fund has decreased from the previous year.</li> <li>- The drawdown from the NAPR dowery has been included for the whole of 2025 but not in the budget due to not knowing when the land will transfer to BVT</li> </ul>

				Copy attached.
<b>063/24</b>	<b>Financial Support Fund</b>	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.	<b>TR/NF</b>	Update 04/02/25 – Deferred to 24 <sup>th</sup> June 2025
	<b>ACTION FROM LMC 30th July 2024</b>			
<b>045/24</b>	<b>M&amp;BG Update</b>	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.	<b>NF</b>	M&BG Attended meeting March 2025  <b>Complete</b>
	<b>ACTION FROM LMC 30th April 2024</b>			
<b>025/24</b>	<b>Budgeted Interest Rate</b>	The budgeted interest rate from the budget forecast to be included in future quarterly finance reports.	<b>TR</b>	To be added as part of 2025 budget reports <b>COMPLETE</b>
	<b>ACTION FROM COMMUNICATIONS GROUP 2<sup>nd</sup> April 2024</b>			
<b>A007/24</b>	<b>Communication Calendar / List</b>	DC to create a communications calendar and a list of all the communications that highlights what Group can get involved in.	<b>DC</b>	30/7/24 - NF & DC discussed – to be discussed at the next Comms Working Group 09/11/24 update – 2025 calendar to be

				produced.  <b>04/02/25 – Head of communications to present to meeting.</b>  <b>Complete</b>
	<b>ACTIONS FROM WORKING GROUP 18<sup>th</sup> April 2023</b>			
<b>A009/23</b>	<b>EHF Criteria, Pre-Selection, &amp; Small Grants Discretion</b>	TR/NF to look at the criteria, the standing order process, and grant thresholds.	TR/NF	Review planned in Q3-4 2024 Update 09/11/24 – workloads during 2024 has prevented this work being completed.  To consider in 2025 or 2026 priorities at LMC Awayday at 9 <sup>th</sup> November 2024.  <b>Update 04/02/25 – Working group June 2025 to review Officer suggestions (to include portal) for decision at September 2025 business meeting.</b> <b>A008/23 incorporated into this action.</b>
	<b>ACTIONS FROM LMC 8<sup>th</sup> November 2022</b>			
<b>067/22</b>	<b>Ground Rent</b>	TR to speak with the Finance Team about the inconsistency in the ground rent figures and update Committee	TR	TR to meet with Trevor Edge to discuss further and bring a paper to committee in 2025.

	ACTIONS FROM LMC 15 <sup>th</sup> February 2022			
011/22	Committee Member Guidance	TR to include committee member guidance in the learning paper and processes following the <b>Redacted – Private address</b> appeal.		<p>19<sup>th</sup> 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	13 <sup>th</sup> May 2025
Item 6	Quarterly Financial Report Quarter 1 2025
Author	Tracey Rowe Head of Estates and Stewardship
Contact Details	<a href="mailto:traceyrowe@bvt.org.uk">traceyrowe@bvt.org.uk</a> 0121 667 1153



### 1. Purpose of Report

To present the financial position against budget at the end of Quarter 1 2025.

### 2. Recommendation/s

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

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

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

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

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

### 4. Financial Impact

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

### 5. Value for Money Impact

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

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

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

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

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

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

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

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

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

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

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

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

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

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

## **10. Report**

This report relates to the Lawley Estates Financial report for the first quarter of 2025 – see Appendix 6.1

## **Income**

Income is slightly lower than budget, this is due to there being many variables involved in the profiling. The most significant of these is the rate at which the developers complete new properties.

There is also normally a lag between properties being completed and the income being evident on the report. It is believed that the income at year end will be as budgeted.

Although no income is showing on the report on the LCH Income line invoices have been sent, the team have an enquiry in with the Accounts Team to understand why this is not shown.

## **Operational Expenditure**

Operational expenditure is slightly lower than the budget as at the end of Q1 2025, this is due to prudent expenditure by the team as well as some challenges when profiling the budget, this is always more evident at Q1 as there is no opportunity to “smooth out” the profiling issues, this will occur from Q2 onwards.

## **Estate Management**

- Legal and Professional fees are currently on target but this is a notoriously difficult area to budget for and significant expense are expected to be taken over the year as the legal transfer of land and courtyards to BVT picks up pace.
- Communal Lighting is currently slightly under budget but some repairs were required at the end of Q1 and some electricity bills are due. It is expected that the costs will be on or near the budgeted figure at Q2.
- The team are collating quotes for the first phase of work to be completed from the £20k drawdown from the “Wear & Tear Fund”. It is expected that those costs will be in by the end of Q2.
- Significant costs have been taken from the Tree Works budget, particularly from the work required when Bracket Fungus was found on the large ash tree on Clips Moor (costs yet to be shown on the budget), this means that only emergency/safety related works will be carried out for the remainder of 2025 with less urgent work budgeted for in 2026.
- Two significant repairs relating to health and safety issues have been carried out from the General Repairs budget line. This relates to a slip/trip hazard in a courtyard caused by buildup of slime due to poor drainage and continued vandalism of the step at Smallhill Road park.

This has caused an overspend versus forecast as at Q1. All further repairs will be authorised by the E&S Manager and will be only be authorised where urgently required. There is a risk that this budget line will go over budget but projected economies elsewhere in the budget mean it is expected the overall budget will not be adversely affected.

## **Estate Caretaking**

The expenditure is in line with the budget.

## **Community Development**

The expenditure is in line with the budget.

Some costs (such as BVT's contribution to Summerfest) are due later than originally predicted but are committed.

## **Office/Community Hub Running Costs**

The actual costs are in line with the budget.

Committee are asked to note that costs of £278 have been allocated to LMC Running Costs instead of LCH Costs in error. This has been reported to the Accounts Team and will be corrected before the next report is issued.

## **Funds**

### Eileen Hewer Community Fund

There have been fewer applications to date than expected. It is expected that this will pick up during the summer.

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 £62,934 at the end of the year to offset the budget deficit within the budget.

# Lawley Management Committee Report



Outturn Forecast 2025	Original Budget 2025	Lawley Estates Management	Budget Jan - March 2025	Actual & Committed Jan - March 2025	Notes
<b>Community Charge Income</b>					
723,503	723,503	Community Charges	679,103	659,625	
62,934	62,934	Draw Down from Infrastructure Fund	0	0	
20,000	20,000	Draw Down from Wear & Tear Fund	0	0	
3,000	3,000	Ground Rents	1,500	1,500	
1,500	1,500	Lawley Community Hub Room Hire	400	0	
<b>810,937</b>	<b>810,937</b>	<b>Total Income</b>	<b>681,003</b>	<b>661,125</b>	
2,000	2,000	Grants & Donations	500	0	
10,000	10,000	Other Income	0	45	
<b>12,000</b>	<b>12,000</b>	<b>Total Other Income</b>	<b>500</b>	<b>45</b>	
<b>822,937</b>	<b>822,937</b>	<b>Net Turnover</b>	<b>681,503</b>	<b>661,170</b>	
<b>Expenditure</b>					
(705,865)	(705,865)	Operational Expenditure	(202,040)	(194,149)	
(102,072)	(102,072)	Transfer to Wear and Tear Fund	0	0	
(15,000)	(15,000)	Transfer to Eileen Hwer Community Projects Funding	0	0	
0	0	Transfer to Community Association	0	0	
<b>(822,937)</b>	<b>(822,937)</b>	<b>Total Expenditure</b>	<b>(202,040)</b>	<b>(194,149)</b>	
<b>0</b>	<b>0</b>	<b>Potential Underspend / Overspend</b>	<b>479,463</b>	<b>467,021</b>	
<b>LAWLEY ESTATES OPERATIONAL BUDGET</b>					
<b>Estate Management</b>					
(223,080)	(223,080)	Staffing Costs	(50,811)	(50,094)	
(1,500)	(1,500)	Travel Costs	(375)	(273)	
(941)	(941)	Office Consumables	(141)	(166)	
(5,627)	(5,627)	Printing & Publications	(577)	0	
(1,611)	(1,611)	Communications	(597)	(624)	
(720)	(720)	Mobile Telephone	(180)	(153)	
(14,322)	(14,322)	Legal & Professional Fees	(3,582)	(2,359)	
(7,246)	(7,246)	Insurance	(1,812)	(1,812)	
(115,599)	(115,599)	Landscaping Contract	(19,266)	(20,104)	
(10,230)	(10,230)	Tree Surveys & Works	(2,000)	(3,576)	
(15,345)	(15,345)	Communal Lighting (inc Courtyards)	(5,245)	(2,958)	
(6,650)	(6,650)	General Repairs (inc Courtyards)	(1,950)	(4,432)	
(1,500)	(1,500)	Winter Gritting (inc Courtyards)	(500)	(278)	
(20,000)	(20,000)	Draw Down from Wear & Tear Fund	0	0	
<b>(424,371)</b>	<b>(424,371)</b>	<b>Total Estate Management Costs</b>	<b>(87,036)</b>	<b>(86,829)</b>	
<b>Estate Caretaking</b>					
(60,682)	(60,682)	Caretaker - Staffing Costs	(13,764)	(13,586)	
(5,115)	(5,115)	Caretaker - Travel Costs / Vehicle Costs / Waste Disposal Costs	(1,472)	(748)	
(480)	(480)	Caretaker - Mobile Telephone	(120)	(77)	
(665)	(665)	Caretaker - Clothing & PPE	(250)	(13)	
(1,535)	(1,535)	Caretaker - Tools and Equipment	(500)	(378)	
<b>(68,477)</b>	<b>(68,477)</b>	<b>Total Estate Caretaking Costs</b>	<b>(16,106)</b>	<b>(14,801)</b>	
<b>Community Development</b>					
(44,400)	(44,400)	Staffing Costs	(10,137)	(9,940)	
(665)	(665)	Travel Costs	(165)	0	
(286)	(286)	Office Consumables	(50)	0	
(2,225)	(2,225)	Printing & Publications	(1,000)	0	
(240)	(240)	Mobile Telephone	(60)	(38)	
(11,120)	(11,120)	Community Development & Involvement Activities	(774)	(76)	
(2,000)	(2,000)	Grant & Donations Expenditure	(500)	0	
(10,000)	(10,000)	Other Expenditure	0	0	
(15,345)	(15,345)	Resident Projects (Eileen Hwer)	(1,692)	(728)	
(5,000)	(5,000)	LMC Running Costs	(920)	(278)	
<b>(91,281)</b>	<b>(91,281)</b>	<b>Total Community Development</b>	<b>(15,298)</b>	<b>(11,060)</b>	
<b>Office Running Costs</b>					
(29,667)	(29,667)	Lawley Community Hub Running Costs	(15,500)	(15,346)	
<b>(29,667)</b>	<b>(29,667)</b>	<b>Total Office Running Costs</b>	<b>(15,500)</b>	<b>(15,346)</b>	
(92,069)	(92,069)	Administration Charge	(68,100)	(66,112)	
<b>(705,865)</b>	<b>(705,865)</b>	<b>Total Operational Expenditure</b>	<b>(202,040)</b>	<b>(194,149)</b>	

<b>117,072</b>	<b>117,072</b>	<b>Net Surplus to Fund the Below Funds</b>	<b>479,463</b>	<b>467,021</b>
		<b>WEAR AND TEAR FUND</b>		
		<b>Income</b>		
1,059,986	1,059,986	Opening Balance	0	1,059,986
0	0	Interest	0	0
102,072	102,072	Transfer from Community Charge	0	0
<b>1,162,058</b>	<b>1,162,058</b>	<b>Total Income</b>	<b>0</b>	<b>1,059,986</b>
		<b>Expenditure</b>		
0	0	Project Fees	0	0
0	0	Capital Expenditure	0	0
<b>0</b>	<b>0</b>	<b>Total Capital Expenditure</b>	<b>0</b>	<b>0</b>
<b>1,162,058</b>	<b>1,162,058</b>	<b>Closing Balance</b>	<b>0</b>	<b>1,059,986</b>
		<b>EILEEN HEWER COMMUNITY PROJECTS FUND</b>		
		<b>Income</b>		
25,000	25,000	Opening Balance	0	25,000
15,000	15,000	Transfer from Community Charge	0	0
<b>40,000</b>	<b>40,000</b>	<b>Total Income</b>	<b>0</b>	<b>25,000</b>
		<b>Expenditure</b>		
(15,345)	(15,345)	Grant Funding	0	(728)
<b>(15,345)</b>	<b>(15,345)</b>	<b>Total Capital Expenditure</b>	<b>0</b>	<b>(728)</b>
<b>24,655</b>	<b>24,655</b>	<b>Closing Balance</b>	<b>0</b>	<b>24,272</b>
		<b>COMMUNITY INFRASTRUCTURE FUND</b>		
		<b>Income</b>		
145,919	145,919	Opening Balance	0	145,919
0	0	Interest	0	0
0	0	Transfer from Community Charge	0	0
<b>145,919</b>	<b>145,919</b>	<b>Total Income</b>	<b>0</b>	<b>145,919</b>
		<b>Expenditure</b>		
0	0	Capital Expenditure	0	0
<b>0</b>	<b>0</b>	<b>Total Capital Expenditure</b>	<b>0</b>	<b>0</b>
<b>145,919</b>	<b>145,919</b>	<b>Closing Balance</b>	<b>0</b>	<b>145,919</b>
		<b>RESIDENTS ASSOCIATION FUND</b>		
		<b>Income</b>		
5,000	5,000	Opening Balance	0	5,000
0	0	Transfer from Community Charge	0	0
<b>5,000</b>	<b>5,000</b>	<b>Total Income</b>	<b>0</b>	<b>5,000</b>
		<b>Expenditure</b>		
(5,000)	(5,000)	Grant Funding	0	(278)
<b>(5,000)</b>	<b>(5,000)</b>	<b>Total Capital Expenditure</b>	<b>0</b>	<b>(278)</b>
<b>0</b>	<b>0</b>	<b>Closing Balance</b>	<b>0</b>	<b>4,722</b>

<b>Lawley Management Committee</b>	
<b>Date</b>	<b>13<sup>th</sup> May 2025</b>
<b>Item 7</b>	<b>Estates &amp; Stewardship Update</b>
<b>Author</b>	<b>Nick Freeman</b>
<b>Contact Details</b>	<b>nicholasfreeman@bvt.org.uk 07813 102 551</b>

## 1. Purpose of Report

The purpose of this report is to inform Committee of the activities of the BVT team in Lawley during Quarter 1 of 2025.

## 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.

The service is also governed by the provisions of the Long-Term Stewardship Agreement.

## **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.

Provision has recently been made on the BVT Lawley website to allow residents to easily access the website translated into numerous languages and with many accessibility features.

## **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 spending of the Community Charge that residents contribute to, and the team is constantly aware that any money spent is simply held in trust by BVT and must be for the benefit of the community in Lawley.

Where relevant, this report also summarises engagement with less formal groups of residents such as The Resident Sounding Group, the communications forum 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.

Please see the separate report for further detail on the work being carried out, but a summary is given below.

With regard to events, Q1 was largely a planning period with plans for the VE Day commemorations, Summerfest and the Telford Steam Railway reopening of Lawley Station.

Work was carried out with partners to keep activities and services remain operating throughout 2025.

### **10.2 Estate Management**

#### **10.2.1 Estates & Stewardship Manager**

Committee are asked to note that the Estates & Stewardship Manager (E&S Manager), Nick Freeman, will be retiring on 31st December 2025. Planning is underway to ensure a smooth transition to the new Manager.

#### **10.2.2 Estate Caretakers**

The Estate Caretakers provide an essential frontline service to the residents of Lawley, largely based around keeping the BVT areas of responsibility “green, clean and safe”.

The work that they do is expanding in scope to include minor repairs, small works such as signpost erection and carrying out formal and informal inspections of areas.

They also work in support of all members of the team, especially helping at events and hosting activities at Lawley Community Hub.

The Caretakers are often the face of BVT for residents and are able to report issues and enquires to other team members where they are not able to resolve an issue themselves.

The Caretakers work on a daily basis with the Grounds Maintenance (GM) contractor to provide a seamless GM service to residents.

#### **10.2.3 Estate Officers**

The Estates Officer met all of their targets during Q1 and provide an excellent service to the residents of Lawley, sometimes in difficult circumstances.

On April 1<sup>st</sup>, Jude Ayling-Whitehouse commenced a 6-month secondment to Lightmoor to facilitate an essential corporate project.

Richard Swain has joined the team on a 6-month development opportunity from Lightmoor to replace Jude, and will work closely with Nicola to learn the role and support the work of the Estates Officers.

#### **10.2.4 Grounds Maintenance Contractor**

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

M&BG remain proactive and adaptable in their approach to the contract providing a consistently good service. Where issues arise, they respond quickly and effectively.

The E&S Manager has monthly contract meetings with his counterpart at M&BG, and the Head of Service meets the Managing Director of M&BG on a quarterly basis to oversee performance and ensure compliance with the contractual obligations of both parties.

The Managing Director and Contract Manager from M&BG Ltd. met the members of LMC at the Working Group meeting of 11<sup>th</sup> March 2025.

#### **10.2.5 Projects Review**

##### **LMC Elections**

Whilst the elections for LMC were completed in 2024, a working group was set up, with the Customer Communications Officer taking the lead, to capture learnings from the first contested elections for LMC (and LVEMC in Lightmoor) in a transferable project plan to ensure the 2026 elections will be smoothly run and successful.

##### **Welcome Pack Review**

The review of the welcome pack has been planned in for completion in 2025. The team held a workshop during Q1, and a draft of the revised Welcome Pack is being circulated for comment and amendment. Once a final draft is prepared, it will be shared with LMC members for comment.

##### **Land & Courtyard Transfers**

The transfer of Public Open Space and Courtyards from Homes England & The Developers has picked up pace in recent months with draft legal documents being shared for comment and amendment by all parties.

Various Public Open Space and courtyard transfers to BVT are expected to be legally complete in Q2 of 2025.

Due to long standing arrangement of BVT taking responsibility for most areas on practical completion by the developer group the impact on cost and workload of the legal transfer is negligible.

It should be noted that several stakeholders are involved in the transfer of land to BVT and so BVT does not have full control of the timetable.

## **Process, Policy and Procedure Review**

Along with all areas of the business within BVT the Estates & Stewardship Team are working to review and update many policies, procedures and processes.

All members of the team are involved in one way or another, and the output, when complete, will provide the business and all our customers with clear, measurable, consistent and compliant service standards and delivery methods for all aspects of the work that we do.

The work is being completed alongside normal working activities and will not impact normal service delivery.

### **10.2.6 Lawley Community Hub**

New furniture has been purchased for Lawley Community Hub and feedback has been totally positive.

The provision is now much more adaptable, and the team are all happy with the desk arrangements.

The project was completed on time and on budget.

<b>Lawley Management Committee</b>	
<b>Date</b>	<b>13<sup>th</sup> May 2025</b>
<b>Item 8</b>	<b>Quarterly Performance Report</b>
<b>Author</b>	<b>Nick Freeman</b>
<b>Contact Details</b>	<b>Nicholasfreeman@bvt.org.uk 07813 102 551</b>



## 1. Purpose of Report

The purpose of this report is to present the Key Performance Indicators for the Estates and Stewardship service for Quarter 1 of 2025.

## 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:

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

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

- % of stewardship charge collected against amount due
- Health and safety compliance

## 4. Financial Impact

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

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

## 5. Value for Money Impact

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

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

- Maximise the recovery of the Community Charge.

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

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

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

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

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

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

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

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

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

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

KPI's are reported to this Committee quarterly to show the performance of the Estates and Stewardship Service. The format has been refreshed in line with discussions with LMC during Q1 of 2025, feedback on the revised format would be gratefully received.

## **10. Report**

Committee are asked to note that the main body of the report can be found at Appendix 8.1.

# Quarterly Performance Report

Estates & Stewardship – Lawley

**Quarter 1 2025**

(1<sup>st</sup> January – 31<sup>st</sup> March 2025)



[nicholasfreeman@bvt.org.uk](mailto:nicholasfreeman@bvt.org.uk)

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## Estates & Stewardship Performance Summary

### Improved performance

The team's performance has been consistently high over the previous periods and so there is limited scope for improvement.

The focus during Q1 has been on improved reporting and the ability to provide good quality evidence of the statistics provided.

This has resulted in a “mini-project” of utilising Microsoft Forms to allow team members to report from site on many of the aspects of the work carried out.

This provides timestamped evidence (including photos where appropriate) of inspections etc. and minimises the risk of information being lost or issues forgotten. This has been very successful.

### Maintaining good performance

The Estates & Stewardship Manager monitors performance on a regular basis and has one-to-one meetings with each member of the team on a monthly basis where areas of concern (from the team member or the manager) can be raised in an open and honest manner to allow a solution to be found at the earliest opportunity.

The team also benefits from having one of the business's subject matter experts (Stewardship Support Officer) in KPI's and performance on the team and so any concerning trends can be seen, raised and resolved very quickly.

### Area of concern

There are no significant areas of concern in terms of performance within the Lawley team – where shortfalls occur, they are of a temporary nature, for example, due to seasonal work relating to health and safety taking priority over routine inspections.

# Financial

No.	Measure	Quarter 1 2025			Trend	Target	YE 2024
		Jan 25	Feb 25	Mar 25			
KPI01	Community Charge arrears as a % of amount outstanding	18.71%	11.55%	9.15%	↓	2%	0.97%
KPI02	Community Charge Arrears (£)	£418,091	£343,423	£300,701	↓	Report	£31,795
KPI03	Community Charge True Arrears (£)	£135,383	£83,563	£66,172	↓	Report	£6,536
KPI04	Number of accounts in arrears	551	350	288	↓	Report	79
KPI05	Number of Direct Debits in place	1258	1271	1270	↑	Report	1225
KPI06	Number of cases with arrears action	56	244	199	↓	Report	23
KPI07	Number of households in debt 1 year or over	473	289	208	↓	Report	7

## Performance measures, trends and targets

**KPI01** The target for the Community Charge is to achieve 98% collection by the end of the financial year, which runs from January to December in Lawley. Progress towards this target should be tracked, with the trend of steadily increasing at each quarterly meeting, ultimately reaching 98%.

**KPI02** The arrears represent the outstanding amount of the charge, including allocated Direct Debits and funds held by developers. Positive progress will be demonstrated by a consistent decrease in this figure at each quarterly meeting.

**KPI03** True arrears are where no payment plan is in place, this includes debt from previous years. Positive progress should show a trend of steadily decreasing at each quarterly meeting.

**KPI04** To show positive progress the number of accounts in arrears will show a trend of steadily decreasing at each quarterly meeting.

**KPI05** To show positive progress the number of Direct Debits will show a trend of steadily increasing at each quarterly meeting.

**KPI06** To show positive progress the number of accounts in arrears action will show a trend of steadily decreasing at each quarterly meeting. Any trends and patterns will be explained.

**KPI07** To show positive progress the number of households in debt of 1 year or over will show a trend of steadily decreasing at each quarterly meeting.

## Performance commentary:

The target is set at 2%, a goal that was not only met by mid-year but exceeded. In 2025 the total budgeted charge is £723,503.

At the end of Q1 2025 - £300,701.69, is currently outstanding this includes allocated Direct Debits. This results in "True arrears" of £66,172.07 where no payment plan is in place, this includes debt from previous years.

9.15% of the amount due is currently outstanding. This is predicted to be on, or ahead, of target by year end.

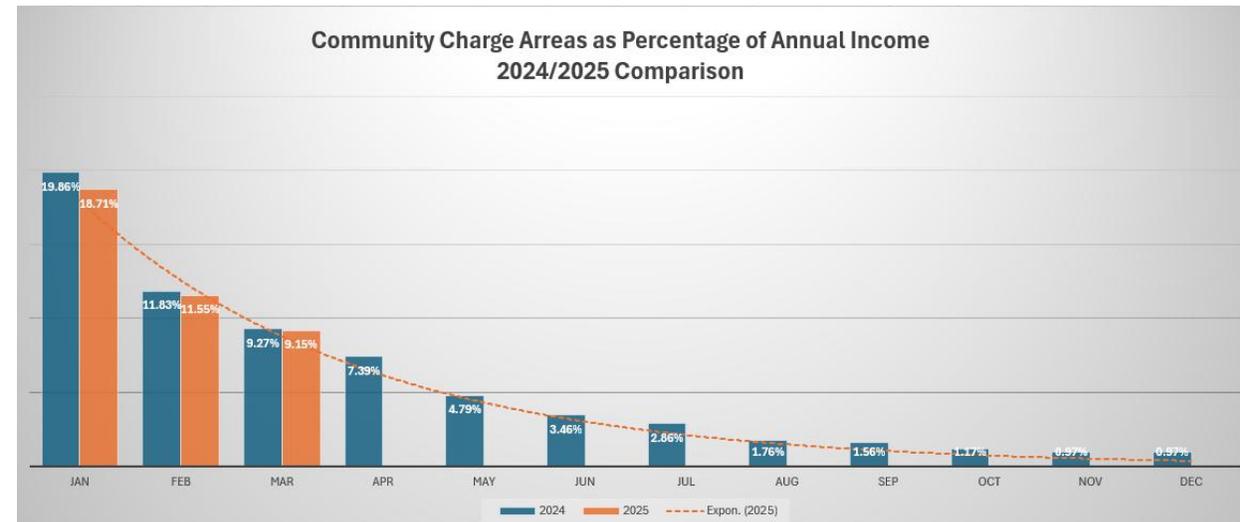
At the end of Q1 2025 - 199 Households with a current arrears action in place, 190 at 1st Action stage, 9 at 2nd Action stage, 0 at 3rd action stage and 0 at 4th action (CCJ application stage)

## If performance is not currently on target, what are the reasons for this:

The performance is on target to achieve the 2% arrears KPI by the end of 2025. This is demonstrated on the chart below where the trendline is evident that similar progress will be made in 2025 to 2024.

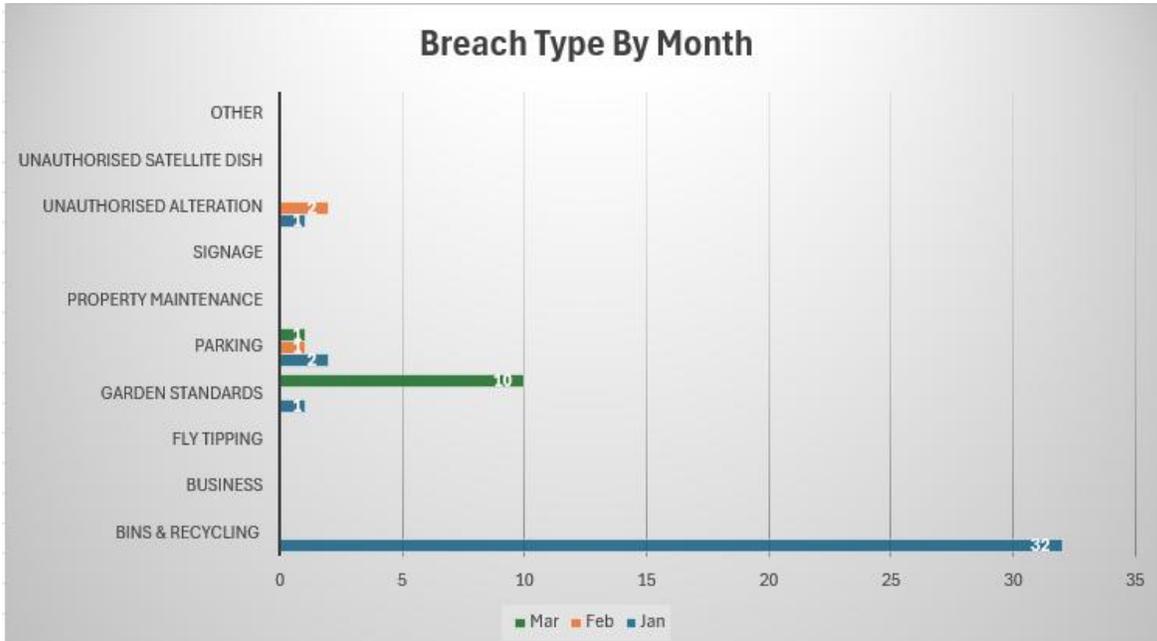
## If performance is currently not on target, what action are you taking to improve performance:

The performance is monitored monthly by the Estates & Stewardship and Income team Managers – any issues will be addressed but as performance is currently on target no measures are required.



# Breaches

Measure	Quarter 1 2025			Trend	Target	2024
	Jan 25	Feb 25	Mar 25			
Number of breaches reported (in month)	36	3	11	↓	Report	89 (Q1 2024)
Number of New Breaches (YTD)	36	39	50	↑	Report	198 (Year end 2024)
Number of Breaches closed (month)	26	3	3	↓	Report	47 (Q1 2024)
Number of Breaches closed (YTD)	26	29	32	↓	Report	121 (Year End 2024)
% of Breaches completed on time	96%	67%	67%	↓	Report	87% (Q1 2024)



## Performance commentary:

The Estates Officers lead on breach management.

The process for breach management is contained within the Lawley Design Guide and is shown on the next page for reference.

The breach types can be seasonal as seen on the graph on this page – during January, after customer feedback, the Estates Officers focussed on residents putting their bins away after collection and so there was a spike in breaches relating to that. As the warmer weather came weeds etc. started growing and so there were more breaches recorded for garden standards.

The Officers will always try to take an informal and educational line with residents initially and this resolves most issues prior to any formal action being taken.

## If performance is not currently on target, what are the reasons for this:

The Estates Officers continue to deal with breaches in a timely manner and most are closed well within the target timeline of 31 days.

An example of a delay in one of the “parking” breaches was that a resident needed to arrange appropriate storage of a trailer tent away from their designated parking space and so additional time was agreed with the resident to let this happen and so the breach took 42 days to close. As the trailer was not causing any obstruction or direct difficulties for other residents this was an appropriate and fair way to deal with the issue and the additional time allowed the resident to store the trailer tent to allow their family to continue using it for their family holidays.

## If performance is currently not on target, what action are you taking to improve performance:

The E&S Manager monitors performance in this area and works with the Estates Officers to ensure that any breaches that are still being dealt with beyond the 31-day target are due to valid reasons.

# Breach of Covenant Process

Breaches of Covenant are when works are identified that are against the information within this Design Guide or TPI/TRI, these are called breaches.



# Alterations

Measure	Quarter 1 2025			Trend	Target	2024
	Jan 25	Feb 25	Mar 25			
Number of alterations received (month)	7	9	10	↑	Report	34 (Q1 2024)
Number of alterations received (YTD)	7	16	26	↑	Report	91 (Year End 2024)
Number of alterations in progress (month)	6	7	6	↑	Report	8 (Q1 2024)
Number of alterations in rejected (month)	0	0	0		Report	8 (Q1 2024)
Number of alterations appeals (month)	0	0	0		Report	0 (Q1 2024)
Number of alterations completed on time (month)	2	2	10	↑	Report	29 (Q1 2024)
Number of alterations completed on time (YTD)	2	4	14	↑	Report	59 (Year End 2024)
% of all alterations completed on time (month)	67%	67%	100%	↑	Report	100% (Q1 2024)
% of all alterations completed on time (YTD)	67%	67%	88%	↑	Report	100% (Year End 2024)

## Performance commentary:

Two out of three applications were completed on time in January. One application, due at the end of December 2024, was delayed because the consultation extended over the holiday season and completed in early January. In February, two out of three alteration applications were completed within the timescale. In March, ten out of ten applications were completed on time.

In general, performance in this area is satisfactory.

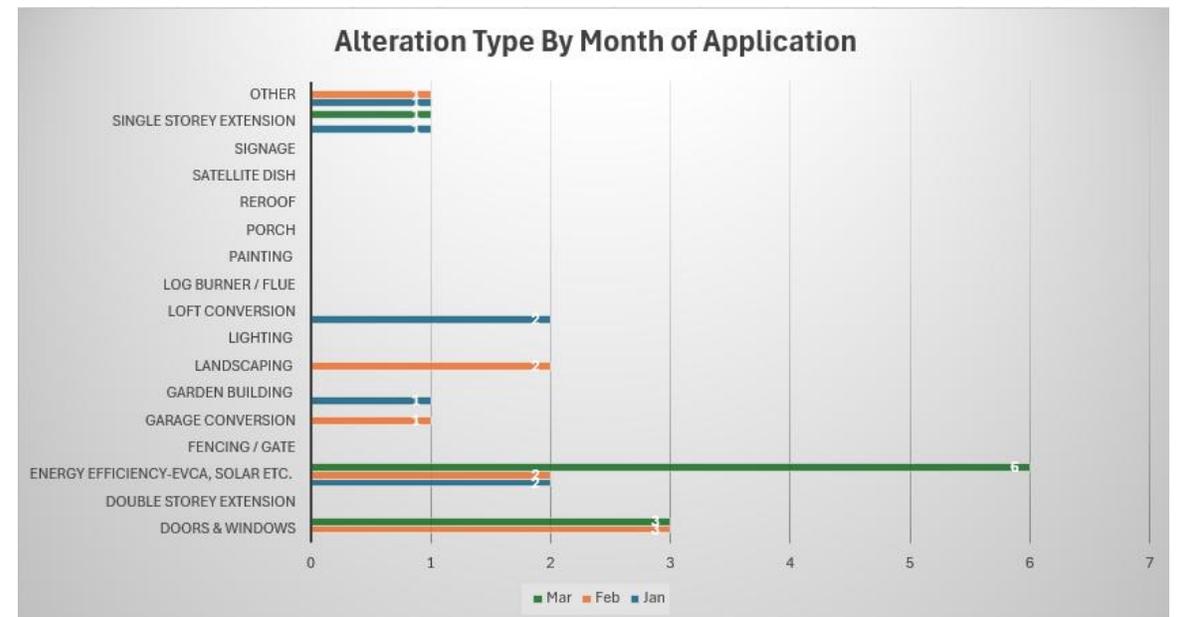
It should be noted that due to the relatively low number of applications one or two running over, as described above, can skew the percentage rates significantly. The team are pleased to see an increase in Green Energy applications since the LMC led changes to the guidance on that subject.

## If performance is not currently on target, what are the reasons for this:

N/A

## If performance is currently not on target, what action are you taking to improve performance:

N/A



# Estates Management

Measure	Quarter 1 2025				Trend	Target	2024
	Jan 25	Feb 25	Mar 25	YTD			
Number of Estate Inspections Completed (month)	8	8	10	26	↑	10 per month	31 (Q1 2024)
% of Estate Inspections Completed against target	100%	100%	100%	100%	↑	100%	100%
Number of courtyards completed against target (month)	57	83	101	241	↑	Report	New data
% of courtyards completed against target	77%	100%	100%	79	↑	Report	New data

## Performance commentary:

Performance is generally satisfactory in this area with Estates Inspections and courtyard visits by the Estate Caretakers being on target.

## If performance is not currently on target, what are the reasons for this:

January Courtyard visits were delayed by the Caretakers needing to carry out timebound work such as topping up grit bins during colder periods meaning there was a shortfall. Please note that the caretakers work on a 5-week cycle to visit the courtyards and therefore the statistics do not easily fit into a calendar month model.

## If performance is currently not on target, what action are you taking to improve performance:

The issue in January was seasonal and temporary and therefore no specific action is required.

# Compliments & Complaints

Measure	Quarter 1 2025				Trend	Target
	Jan 25	Feb 25	Mar 25	YTD		
Number of expressions of dissatisfaction received (month)	1	0	1	2	↑	Report
Number of formal complaints received (month)	1	0	0	1	↑	Report
% of formal complaints responded to within target time (month)	n/a	100%	n/a	100%	↑	Report
Number of compliments received (month)	0	0	0	0		Report
Number of compliments received (YTD)	0	0	0	0		Report

## Performance commentary:

The single complaint received year to date related to a safety issue of cars driving on a footpath that is in the control of the developer group. The team have liaised with the developer group on behalf of the resident and a solution is going to be put in place prior to the area being handed to BVT. The team also spoke to Police but, due to a lack of evidence, they could not take action.

The complaint was partially upheld as there was a delay in responding to the resident and the initial contact was missed due to a change in staff. The resident accepted the Estates & Stewardship Manager's apology for the oversight. The team now make further use of the shared email address to ensure this type of oversight will be less likely in the future.

## If performance is not currently on target, what are the reasons for this:

N/A

## If performance is currently not on target, what action are you taking to improve performance:

N/A

# Community Development & Partnerships

Measure	Quarter 1 2025				Trend
	Jan 25	Feb 25	Mar 25	YTD	
Number of community volunteers in our community places (in month)	18	18	9	45	↑
Number of voluntary hours in community places (in month)	53.5	45.5	55	154	↑
Number of BVT involved residents (in month)	13	9	9	31	↑
Number of organisations using community places (in month)	8	12	11	31	↓
Total occupancy rates for BVT community places (in month)	81	88	55	224	↑
Number of young people engaged in youth activities (in month)	109	144	91	344	↑
Number of older adults taking part in social activities across neighbourhoods (in month)	113	49	123	285	↑
Number of residents/ service users involved in formal/ informal consultation groups (in month)	225	217	217	659	↑
Number of community groups or organisations supported (in month)	37	37	37	111	↑
Number of partnerships maintained (in month)	89	90	96	275	↑
Number of BVT hosted community involvement community events & activities taken place (in month)	12	14	13	39	↑
Number of external community partnership events & activities that BVT have attended or supported (in month)	1	2	1	4	↑

## Performance commentary:

The community development activity continues to be excellent and of real benefit to the community in Lawley.

Please see the detailed report elsewhere in the agenda for details of activities that make up this data.

## If performance is not currently on target, what are the reasons for this:

N/A

## If performance is currently not on target, what action are you taking to improve performance:

N/A

# Grounds Maintenance

Measure	Quarter 1 2025		Trend	Target
	Q1 2025	YTD		
GM Complaints Received	0	0	↑	Report
Customer Satisfaction Score	N/A	N/A		Report
BVT Inspections Completed	7	7	↑	Report
H&S - Accidents	0	0	↑	Report
H&S RIDDOR Accidents	0	0	↑	0
Rectification Notices Issued	0	0	↑	<5%

## Performance commentary:

Please note that BVT Inspections only started to be formally recorded during March 2025 as the information was previously captured in wider Estate Inspections.

Minor issues were noted on most inspections and raised with the contractor, these were all rectified in a satisfactory and timely manner and so no Rectification Notices were issued as per the contractual arrangements.

The team now report GM Inspections separately using a web-based form on their phones making data capture much easier – this will improve the data available to committee as the year progresses.

The E&S Manager is working with the Business Improvement team to introduce transactional surveys for residents. It is hoped these will be rolled out during Q2 of 2025.

## If performance is not currently on target, what are the reasons for this:

N/A

## If performance is currently not on target, what action are you taking to improve performance:

Whilst the performance is on target improved reporting is in hand and will develop during 2025.

<b>Lawley Management Committee</b>	
<b>Date</b>	<b>13<sup>th</sup> May 2025</b>
<b>Item 9</b>	<b>Community Development &amp; Partnership Report</b>
<b>Author</b>	<b>Lin Powell</b> <b>Community Development &amp; Partnerships Officer (CD&amp;PO)</b>
<b>Contact Details</b>	<b><a href="mailto:lindseypowell@bvt.org.uk">lindseypowell@bvt.org.uk</a></b> <b>07702894540</b>



### 1. Purpose of Report

The purpose of this report is to inform Committee the Community Development and Partnerships activities in Lawley during Quarter 1 of 2025.

### 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:

<b>Place Shaping</b>	
1.5	<b>Work in partnership with key place-shaping organisations to proactively influence regional and national agendas.</b> This is demonstrated by our work with Transition Telford, Climate Action Hub and Terracycle in bringing these services to our area such as the Grow Local event to be held here in May.

Community Building	
2.2	<b>Act as a neighbourhood facilitator by connecting and building strong partnerships to deliver a wide range of services and activities.</b> 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	<b>Establish local hubs where people from all backgrounds and partners can work together, build capacity and deliver or use services.</b> 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	<b>Provide a diverse range of opportunities for customers to be involved, influence and shape the services we provide.</b> 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	<b>Support and develop capacity to community build across the whole organisation, nurturing new groups and accessing grant funding.</b> We have been working with a variety of new and established groups to secure grant funding from our BVT Eileen Hewer Community Fund and also from the LOPC and LCC funds. We mentor groups to help them to complete successful applications. Additionally, BVT has accessed several sources of partnership funding for the 'Big Events' demonstrating VFM.
Championing People	
3.1	<b>Take an evidence-based approach to the work we do to champion people, using our bespoke neighbourhood plans.</b> 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 be evaluating approaches and making services more inclusive and accessible for this demographic.
3.2	<b>Deliver services and programmes that support financial wellbeing to help reduce the impact of poverty.</b> We have successfully supported Citizens Advice to apply for more community funding from LCC and they have booked another block of surgery appointments, which are being accessed by our residents.
3.3	<b>Work in partnership with other agencies to deliver and develop services for families and young people.</b> 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	<b>Develop a range of youth services across our neighbourhoods in Birmingham and Telford.</b> Our Children's Holiday Activity programme has expanded significantly due to utilising the Urban Games activities from TWC.
3.8	<b>Ensure every team across the organisation is actively involved in activities to champion people.</b> We are contributing to the BVT125 working group for 2025 which includes advertising volunteer opportunities for staff to join events. We have developed and shared resources raising awareness for neurodiversity amongst colleagues during the neurodiversity celebration week.
Inspiring learning and sharing	
5.1	<b>Share our learning and experience of being one of the Midlands longest serving independent charitable trusts to inspire others.</b> We have collaborated with Wrekin Housing Trust on a social value project, and we are working with the HACT Social Bank to gain understanding into quantifying social value added.
5.2	<b>Interpret our heritage in the context of today to future proof our heritage service and develop a greater understanding of our past.</b> We have been working with the local steam railway to reopen a previously decommissioned station in Lawley to be shared with future generations.
Building Organisational Strength	
6.1	<b>Be an employer of choice, ensuring our recruitment, support, learning and development, and culture allow us to attract and keep the best.</b> The development of work experience programme has created comprehensive learning opportunity for young people.
6.7	<b>Continue to operate and grow commercial activities in line with our values to generate a surplus that can be ploughed back into our communities.</b> 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 within the budget reports.

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

The activities shown in this report will indicate to Committee that the team are working efficiently, effectively and in line with the community charge budget. 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 for 2025's 'Big Events' this is shown in 10.3.

#### **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 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 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 B. The report consists of the following sections:

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

## 10. Community Report Q1 2025

### 10.1 Partnership Engagement

During Q1 of 2025 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 Community Consortium (LCC)
- 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
- Ironbridge Lions
- Lawley & District Women’s Institute
- 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).

### 10.2 Outreach

- **Community Coffee Morning** - The February meeting included a shave horse demonstration from Smallwoods and blood pressure checks from Healthwatch. We had 16 visitors to the coffee morning from 14 organisations for networking, this remains well received and popular with many shares across social media. 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. This year these will move to being quarterly instead of bimonthly.



- Hub Volunteers** – We have created two new volunteer posts for Lawley Community Hub and recruited people into the positions. For the volunteer roles Community Hub Support and Grant Researcher, we have completed the inductions for Pauline Browne and Wiliam Mitchell respectively. They have begun working with E&S team for Lawley Community Hub volunteers under management of CD&PO and have volunteered for several sessions each in March, totalling 21.5 hours.



*Volunteering at Lawley Community Hub – Our new volunteer William has begun his role with us as a Grant Researcher and Bid Writer for community development.*



**Lawley Community Hub**  
Connect. Develop. Engage.



- Work Experience Volunteer** – Work Experience student placement, the student successfully completed their placement, totalling 25 volunteer hours. We have had three more requests for placement which we have unfortunately had to decline at the moment due to capacity.



**March – Work Experience**  
*Our Work Experience Attendee successfully completed her placement with us, shadowing the Estates Team and support community development.*

- Hub Initiatives** – The community hub is now used as a community base for initiatives, including the Little Lending Library for books and puzzles, Seed Swap Shop for Transition Telford, glasses recycling supporting Ironbridge Lions, ink cartridge recycling supporting Telford First Responders, partnership leaflet point, community art gallery, event poster displays and toys.



March - Our new Seed Swap Shop from Transition Telford at Lawley Community Hub  
Lawley Community Hub  
Community Services, Engage



- Armed Forces Drop-in**– This year we have established a new service in the hub for our Armed Forces residents and families, holding sessions in February and March. On Friday 21<sup>st</sup> March, we saw the successful second session of the new drop-in sessions from Armed Forces Covenant at Lawley Community Hub. 6 people attended the session, which ran from 10am to 1pm. Visitors engaged in craft projects and enjoyed tea and toast. This was useful for connecting with the Armed Forces Covenant, and one resident used the service for tenancy advice.



- BVT Tenants Surgery** – New drop-in outreach service from the hub run by the BVT housing team. We are working with the BVT Neighbourhood Coordinator, to deliver improved tenants services in Telford.

- **Listening Hub** – Telford Methodist Church have set up a regular listening service for residents with a drop in coffee morning at the hub. They have now booked through from March to May and are looking at combining this with another service, possibly a book club, to increase engagement. We have seen the positive impact this has had on reducing isolation with our older residents at previous sessions.
- **Lawley and District Women's Institute** - have hired the meeting room at the hub for their committee meetings for the next 12 months.
- **Expecting Antenatal** – are a private business that have been working through several blocks of classes and have now booked several more months work into July 2025. This is a good source of income for the hub as they pay the commercial rate.
- **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.
- **Citizens Advice** – this organisation has been booked up for their appointments and remain a popular service with our residents. We have also connected with the wider CA team through the coffee mornings. The feedback of savings for residents from this service is approximately £2000 per client.

Outreach at Lawley Community Hub

Lawley Community Hub  
Connect. Develop. Engage.



### 10.3 Partnerships

- **Lawley Community Consortium (LCC)** - Lawley Partnership Board (LPB) has been disbanded and is expected to be replaced with Lawley Community Consortium (LCC) in the future. In January, we submitted a joint bid with the parish council for £10,000 of funding to the previous LPB members. This will part-fund Summerfest, 5k Fun Run and Christmas Fayre, with BVT and LOPC contributing the rest of the funding. This was successful and the funding was awarded.
- **Social value** - We are working on calculating social value using the HACT indicators. CD&PO will be involved in a project group looking at developing reporting techniques, completing surveys and creating case studies. CD&PO has met with Wrekin Housing Group counterparts to share ideas, approaches and resources for interest.
- **Businesses** - Contact and engagement from businesses for Summerfest stalls and vendors to work with us in partnership. We are seeking new food vendors for this year's event to create a street food style marketplace and have canvassed local businesses for interest.
- **Engagement** - Partners continue to engage with the **virtual noticeboard** (Over 200 contacts in communication via this platform.). We are looking at adding a sign up for emails and preparing for a hub volunteer to help with a contacts database. The virtual noticeboard is then displayed in Lawley Community Hub window displays, used for activity enquiries from residents, added to our physical noticeboards, added to the website and shared on social media. We have many compliments from outside agencies and partners about this information source across the borough, along with frequent requests to feature their flyers.
- **Sponsorship** - Through the charity cheque presentation, we connected with local businesses who are sponsors of the previous Lawley 5k Fun Run and have agreed to support the event this year. These include Lawley Pharmacy, Telford Hall, Lawley Bank Court and Foden Solicitors. We have reached out to the developer Persimmon for sponsorship of a road closure for the VE Day Street Party event. They kindly agreed to handle the road closure and traffic management free of charge, saving approximately £500 from the event budget.

### 10.4 Events

- **Big Events** - Planning for the big anchor events (Summerfest, 5k and Christmas) is underway. The charity we are supporting this year in partnership for fundraising is Papyrus, a young suicide prevention trust. This is due to the tragic news of a local resident taking his own life last year and his family are working with us to support the fundraising.



March - Annual Lawley 5k Fun Run open for sign up and chosen charity Papyrus announced



We work on many collaborative events and planning forums to maximise our community development budget and get value for money across all our activities:

Event	Bournville Village Trust Lawley	Lawley and Overdale Parish Council	Lawley Community Consortium	Councillor's Pride	Telford and Wrekin Council	Other	Total Per Event	*State other sources and comments
TSR Lawley Station Event	£500	£600		£600		£TBC	£1,700	*Other TSR Telford Steam Railway
VE Day 80th Anniversary Event	£300			£470	£1,500	£500 + £TBC	£2,770	*TWC VE Day Grant, Other-Persimmon road closure, Lawley Bank Court £TBC, Telford Hall £TBC
Summerfest	£4,500	£5,500	£6,000	£1,250			£17,250	*LCC £6000 max, refund excess
Lawley 5k Fun Run	£500	£500	£1,000			£TBC	£2,000	*Sponsorship from local businesses, **LCC £1000 max, refund excess
Christmas Event	£2,000	£2,000	£3,000				£7,000	*LCC £3000 max, refund excess
<b>Total Per Organisation</b>	<b>£7,800</b>	<b>£8,600</b>	<b>£10,000</b>	<b>£2,320</b>	<b>£1,500</b>			(*Will increase with other funding contributions)

\* Children's Holiday Activities funding from partners will also be added in later.

Overall total	£30,720
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The 5k Fun Run costs are greatly reduced by the Running Club providing marshals with their **40 volunteers**



## 10.4 Events Continued...

- Charity Fundraising 2024 Cheque Presentation** – Lawley Running Club, Lawley and Overdale Parish Council and BVT have been fundraising in 2024 for the charity PODs (Parents Opening Doors). This is a grassroots Telford based charity that support children and families with disabilities. Last year, we collectively raised over £2000 and the cheque was presented to them in January 2025.



- Children's Holiday Activities** – These are free and fun activities that are educational and enjoyable. February half-term saw some activities from Urban Games, and LOPC trialed a new breakfast club for teens. The uptake for the breakfast club was reasonable for the first session but will need promoting as part of the activity programme. We are looking to place a bid for funding from LCC, secure Councillor's Pride funding, and gain funding support from partners. Easter activities have been released on Eventbrite for bookings, and we have had an excellent uptake. These include cooking, crafts, prom pop up event, urban games, magic and Easter activity trails. Summer activities are being planned, and meetings/bookings are being made with providers.
- Great British Spring Clean** - events being carried out by BVT and many by the parish council. These events were organised collaboratively between BVT, the parish council, and other partners to avoid duplicating efforts.



## Future Events:

- **Online events** - We are looking to hold some online competitions with residents this year via social media to increase positive engagement, connect with residents and celebrate the local surroundings. This will include spring flowers, a photography competition, autumn leaves, Halloween decorations and Christmas lights competition. See photos below.



- **Lawley Station** – A Telford Steam Railway (TSR) event is planned for Sunday 4<sup>th</sup> May, with open access and freedom of the line for residents from Lawley station. BVT and LOPC to support. The Lawley station platform will be reinstated with a dedication ceremony by Pete Waterman and a celebration of the flagship engine's 100<sup>th</sup> birthday with free travel.
- **VE Day** – The event will be a traditional street party held between the two care homes for residents and open to the community. The partnership planning forum for this event consists of Lawley Bank Court, Telford Hall, LOPC and BVT. Plans are continuing for the event delivery including signers, children's activities, food and entertainment. Katie's Kids Kitchen provided dementia-friendly baking workshops last year with our care homes and we are repeating this again for VE Day. This was popular and featured in a care magazine last year, as an example of best practice for memory activities and interactive workshops with older residents supporting dementia.

## 10.5 Networking

- **Lawley Arts and Crafters Network** – Plans to do another art exhibition in November, however it may be changed to a Saturday morning to align with Estate dates and increase engagement. We have a full complement of artwork in the hub. We are going to contribute to a sculpture trail project in Birmingham with Selly Manor and have a workshop booked for creative designs with the care homes. We are releasing a photography competition and community photo collage of Lawley for the exhibition and to collect photos of the local area from residents.
- **Lawley Armed Forces Network** – TWC Armed Forces Covenant team are utilising the hub for outreach on the third Friday of each month. Monthly drinks looking to transition to the hub meet up instead to avoid pub. Hoping to use the outreach to reinvent the network as the last monthly drop-in event was well attended. BVT are working towards signing the Armed Forces Covenant pledges. Remembrance and commemorations such as VE Day anniversaries are popular events for this group and there are veteran's breakfasts available locally that are advertised on the virtual noticeboard.

- **Lawley Village Green Group** – Investigating being a new micro-terrace spot. Transition Telford Grow Local event being held in Lawley this year in May, good for Incredible Edible aims. We are supporting Transition Telford and Climate Action Hub with promoting their local events via social media, poster creation and printing. Problems with water supply is halting new planting projects with Dawley Allotments for incredible edible initiative using open space. Green group members expressed interest in new project. We are now an ink cartridge recycling centre at the Hub to support Telford First Responders, as well as the Glasses recycling.
- **Community Volunteer Group (CVG)** – Activities for this group are paused and we will discuss volunteer recruitment with partners. We continue to seek volunteers for events and the hub using other strategies.
- **Youth Forum** – since the youth group folded, we are investigating with LOPC about youth provisions. Funding, volunteers, capacity and staffing are issues being discussed. This would be a good focus for the new volunteer grant researcher. The possibility of outsourcing to an external provider, such as Shropshire Youth Association was discussed, however this is very costly and would need significant funding. We have released more Children’s Holiday Activities and Urban Games and Telford Kicks programmes are available, alongside the regular community groups that meet weekly.

#### 10.6 Eileen Hewer Community Fund Grants 2025

- Application from Lawley Scout Group for rent received and approved via vote from EH Panel of LMC. This has been covered by Shropshire Live with a press release from BVT and quote from the Group Scout Leader, who has expressed their gratitude for the grant.
- Application from Citizens Advice for funding for staffing and resources to continue to deliver services at the hub.
- Refund issued from Lawley Youth Group following their closure. £600 being returned to BVT, suggest holding this sum in trust for future youth work projects or activities that may replace the youth group.
- Total spend to date in 2025 is £1960. Balance left £23040
- Plans to review EH fund with LMC suggested for 2025 agenda item.

#### 10.7 BVT Corporate

- BVT Staff conference – CD&PO created the display materials explaining the volunteering opportunities that we have and how to get involved, these were used on the Community Development stall for staff to view. These are being developed into a small brochure which can be used externally for community volunteers.
- BVT Estates and Stewardship – we have been developing our video resources to showcase the services. This was used at the conference but would prove a useful tool to develop communications with residents explaining services. CD&PO has developed video editing skills using Canva platform.
- Planning with the project team continues for BVT 125 anniversary events in 2025. Focus of the celebrations for staff are towards volunteering and we are asking staff across the wider business to help at our community events during 2025.

- CD&PO has been working with communities' teams in BVT for KPI consistency, collaborative planning and funding ideas.
- Colleagues to support neurodiversity week celebrations with HR.
- We have been raising the 'comms profile' of Lawley in newsletter and bulletins, tenants and on the internet.
- CNC report of Championing People and Community Building activities attached showing how BVT aims are achieved are shown in Appendix A, featuring Heritage & Legacy Events and the BBC Making A Difference Award Nominations for some of our local residents.

### 10.8 Updates

- **New furniture** for the hub was delivered and is very versatile for changing the space to suit the needs of the groups hiring the rooms. We are looking to take photos of different set up and produce a brochure for hire.

## Appendix A – CNC report of Championing People and Community Building activities

### Community Building in Lawley Heritage & Legacy Events

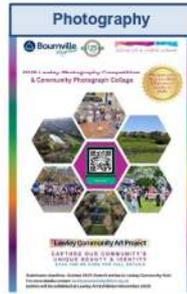


#### Connecting with our residents

This year we are focusing on celebrating our local history and capturing the unique history of the area. These activities and events link into our BVT125 celebrations, national memorials and projects preserving our local heritage.



Heritage Railway



Telford to 350 Walk



Representing our heritage for BVT125



For our Older Residents

Return of our dementia-friendly baking workshops, featured in a care magazine last year as exemplars of inclusive care.

### Championing People in Lawley BBC Make A Difference Awards Nominations



We have nominated some of our most active community members for national awards celebrating their numerous contributions to society and their community spirit.

Jaimie Ramsay Lawley Group Scout Leader	The Volunteer Award: awarded to an individual who makes a notable difference to their community by giving their time voluntarily to help others.
Jay Haldron Resident Chair of Lawley Management Committee	The Volunteer Award: awarded to an individual who makes a notable difference to their community by giving their time voluntarily to help others.
Ernie the therapy dog and Siobhan his handler, from Puppy Academy and Friends	The Animal Award: awarded to either a remarkable animal that improves people's lives, or an individual or group of people who improve the welfare of animals.
Rich Handley from Lawley Running Club, annual 5k Fun Run organiser	The Active Award: awarded to an individual or group of people who have used physical activity or sport as a way of improving the lives of those in their community.
Parents Opening Doors (PODS) in Telford support families with children and young people who have additional needs or disabilities	The Community Group Award: awarded to a group of people who have helped to change the lives of others within their community. Supported by the BBC daytime show Morning Live.

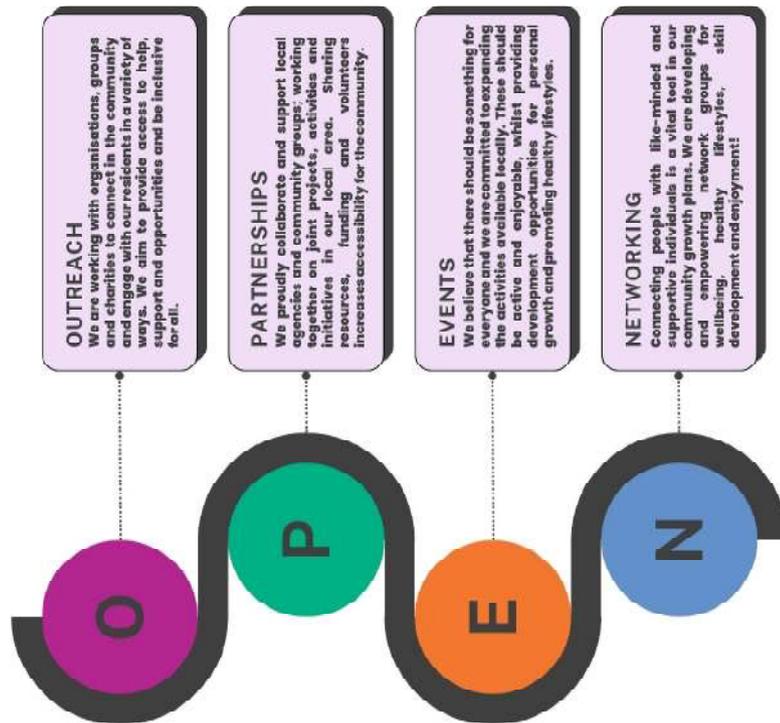
Recognising our amazing volunteers in the community!



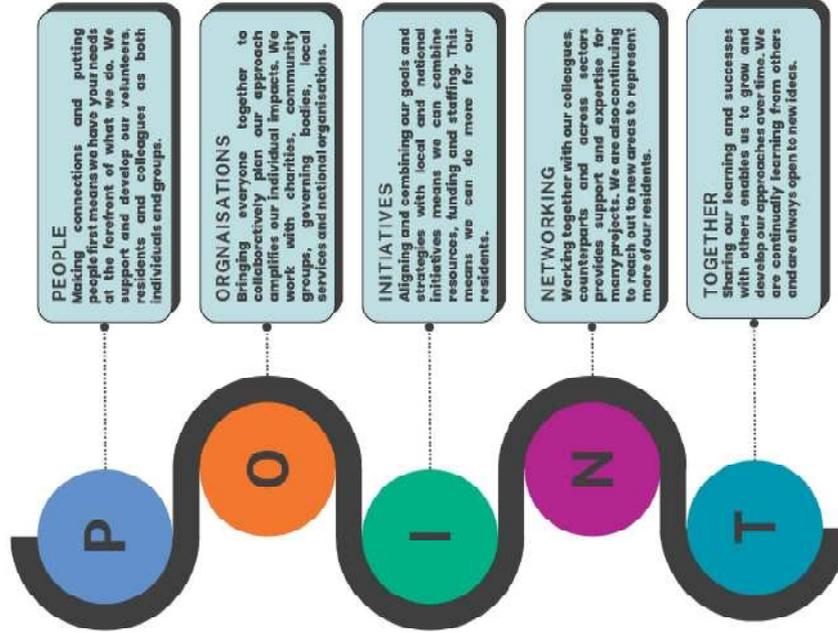
See full terms and conditions: <https://www.bbc.com/makeadifference>  
Entries close Monday 31 March 2025 at 5pm



## Our OPEN Approach to Community Development



## The POINT of our Partnerships



<b>LMC Committee</b>	
<b>Date</b>	<b>13<sup>th</sup> May 2025</b>
<b>Item 10</b>	<b>Customer Communications Report</b>
<b>Author</b>	<b>Donna Charway</b> <b>Customer Communications Officer</b>
<b>Contact Details</b>	<b>donnacharway@bvt.org.uk</b> <b>0300 333 6540</b>



### 1. Purpose of Report

The purpose of this report is to inform Committee of the PR & Communication activities that took place in Q1 of 2025.

### 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 PR & Communications activities contributes towards the BVT corporate aims of:

- Inspiring learning and sharing
- Building organisational strength

And reflect values of partnership, fairness, quality, integrity and innovation.

The PR & Communication report is focused on reporting against the aims set out in our Marketing & Public Relations Strategy (Telford), which complements the main BVT Marketing & Public Relations Strategy for BVT. The report is broken down into four main strategy aims, as detailed below.

#### Our Digital Communications Offer

*AIM: Provide a quality, timely and effective communications service across all our digital communication platforms that reflects customer need and to ensure Lawley and Lightmoor digital communications is aligned with the BVT brand.*

In quarter one, we carried out the first website audit of the year of the Lawley website. A spreadsheet detailing every page of the website was distributed to

members of the Estates and Stewardship team who checked all information is up to date. The Customer Communications Officer (CCO) also checked all corporate pages and links and updated pages as necessary.

In addition, the CCO updated the website with regular posts about BVT-related services, activities, events and good news stories. Some of these items were also shared on our social media platforms. In quarter one, we did the following:

## Website

- **Created new pages for 2025 grounds maintenance reports and 2025 Lawley virtual noticeboard.** This ensures we are transparent and accountable to residents by giving them the opportunity to see what grounds maintenance services are provided and how issues have been addressed. The virtual noticeboard publicises various activities, events and services for residents in and around the Lawley area and complements our community building and championing people aims
- **Added translation and accessibility tools to the website.** Following feedback/discussion with a LMC committee member, we have added both translation and accessibility tools to the website. The tools allow the site to be translated into one of 57 different languages and provide options for customers to increase the size of text or change fonts to a dyslexia friendly alternative. These tools help to ensure we are providing a more accessible and user-friendly digital communication service for Lawley's diverse community.
- **Updated the committee meeting page with 2025 dates and published committee minutes and agenda.** The information on the website provides details of how to register for the meetings as well as providing minutes (confidential items are retracted) and the agenda for the forthcoming meeting. This helps ensure we are transparent and accountable to Lawley residents.
- **Uploaded 66 grounds maintenance reports and monthly audits.** The reports on the website are updated weekly and show the services carried out in different areas of the village. The monthly audits also explain any work M&BG Ltd (contractor) are addressing. This again helps to ensure we are transparent and accountable to Lawley residents.
- **Wrote and published 27 news stories and events.** As well as using social media to share news stories and events, we also updated the website with news about services, activities and events (including estate dates and drop-ins) to help residents, who don't use social media, keep informed about what is happening in the village and the wider local area.

## Social media platforms

As well as managing the BVT Lawley Facebook and X accounts, the CCO also managed the Summerfest and Lawley 5K fun run pages. During Q1 we did the following:

- **Wrote and posted 175 updates/events on Facebook/X.** These posts helped to raise awareness amongst customers of the services BVT provides, ranging from estates & stewardship activities and partnership work to community events.
- **Recorded, edited and posted three videos** about the BVT sounding group, the new translation and accessibility tools on the Lawley website and the Lawley community coffee mornings. Videos can be more engaging than written posts and can help to reach those who struggle with reading for whatever reason. The CCO also added subtitles to all videos to support residents who have hearing impairments.
- **Updated the Summerfest and Lawley 5K Facebook pages.** We have managed these pages on behalf of, what was, the Lawley Partnership Board for the past three years and have seen consistent increases in the number of followers and engagement. As popular events in the village, managing these pages helps aid our community building work in Lawley.

## Online newsletter

We issue an online newsletter every other month to residents who have signed up to receive it (via our parent website). The newsletter includes details of BVT services, activities and events across all the neighbourhoods we work.

In quarter one, we issued two online newsletters, with the March issue achieving a 62% open rate compared to an average 45% for peers in the not-for-profit sector. In the March issue, articles relevant to Lawley residents included the Great British Spring Clean litter picks in Lawley, a visit to Lawley from our Heritage team (who are leading our contribution to the 'Bulls in the City' art trail), pop up prom shop where families could access free/affordability clothes for school proms, funds raised for local charities in 2024 and upcoming children's activities in the village. For further details see Appendix A.

## Brand management and marketing

*AIM: Ensure Lawley and Lightmoor branding is aligned with the BVT brand and reflects us as a values-driven charitable trust and deliver excellent marketing activities that support the wider delivery of our aims and corporate plan.*

In the first quarter of 2025, we created communications plans for key partner events in Lawley including Summerfest and the Lawley 5K. We also supported the Community Development and Partnership Officer in the communication and marketing of activities that she leads on. This work supports our community building activities in the Village.

Other marketing activities included:

### Lawley customer welcome pack

In quarter one, we produced a first draft of a new welcome pack for new Lawley households, in line with our brand and new and up-to-date imagery.

The welcome pack will provide new households with an overview of the services and community activities we provide. It will also signpost residents to areas on the Lawley website for detailed information.

## **Communications forum**

In quarter one, a project plan was created for the recruitment to a new Communications Forum, which will be launched later this year. A terms of reference was written and an advertising poster/flyer designed. Recruitment will begin in May and the forum will help to review, develop and shape specific customer communication, ensuring the customer voice is clearly heard. Further updates will be available at the next meeting. For further details see Appendix B.

### **Our public profile**

*AIM: Create compelling messages and narratives that celebrate and share what we do and influence others, with a focus on demonstrating that we listen and respond to customers and respond to wider issues aligned to our values.*

During the first quarter of 2025, news releases were written and published to raise awareness and celebrate what we do in partnership with others. News releases included highlighting the work of the Telford Scout Group and Lawley Line Dancing, both of which received grants from the Eileen Hewer Fund. This resulted in media coverage in both the Shropshire Star and Telford Live.

Press coverage allows us to raise awareness of our services, both to residents in Lawley and households in the surrounding areas. This can prove a useful marketing tool to reach people who are considering moving to Lawley.

For further details see Appendix C.

### **Internal Communication**

*AIM: To support the delivery of regular, quality internal corporate communication that reaches all colleagues and encourages two-way communication and feedback.*

The CCO regularly contributed to BVT's staff intranet and Staff Bulletin in quarter one. This included promoting an Bournville Village Trust 125<sup>th</sup> anniversary walk that members of the Lawley Estates & Stewardship team are organising and sharing Lawley's virtual noticeboard, details of tenant surgeries and community coffee mornings.

For the Staff Bulletin, the CCO worked with the Community Development and Partnership Officer to include an article on 'best practice' for managing unexpected changes to events. This followed the last-minute changes to Lawley's Christmas event due to a storm. Sharing best practice in this way allows staff across BVT to learn from each other and in turn, provide better services.

For further details see Appendix D

## **4. Financial impact**

All PR and communications activities have been costed for 2025 as part of the budget planning process.

Most communications carried out for Lawley is digital (with hard copies available on request). This reduces costs associated with print and offers good value for money for residents. The Customer Communications Officer resource is shared with Lightmoor Village, offering some economies of scale and value for money.

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

The delivery of communications uses 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

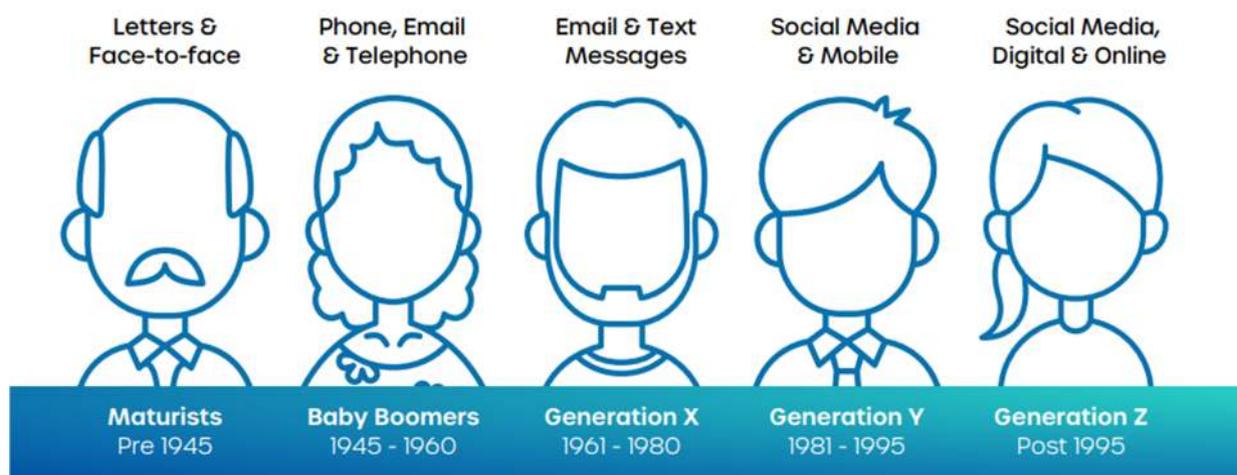
## 8. Equality, Equity, Diversity & Inclusion Impact

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

- To recognise 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 derogatory posts, images or links

In addition to continually improve inclusivity, the PR & Communications team constantly look at ways to reach all members of the community. We serve a diverse resident population with different generations and cultures, each with their own distinct communication preferences. With these variations in demographics, we use multiple communication channels to reach residents.

We believe that many Lawley residents fall into the Generation Y & Z categories (see below), which tend to be more digitally aware and able. However, there are also two care homes located in Lawley, which have an older demographic, and we are conscious of this when communicating events/activities that are relevant for them.



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

The report details the breath 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.

## Appendix A – Our digital communications offer

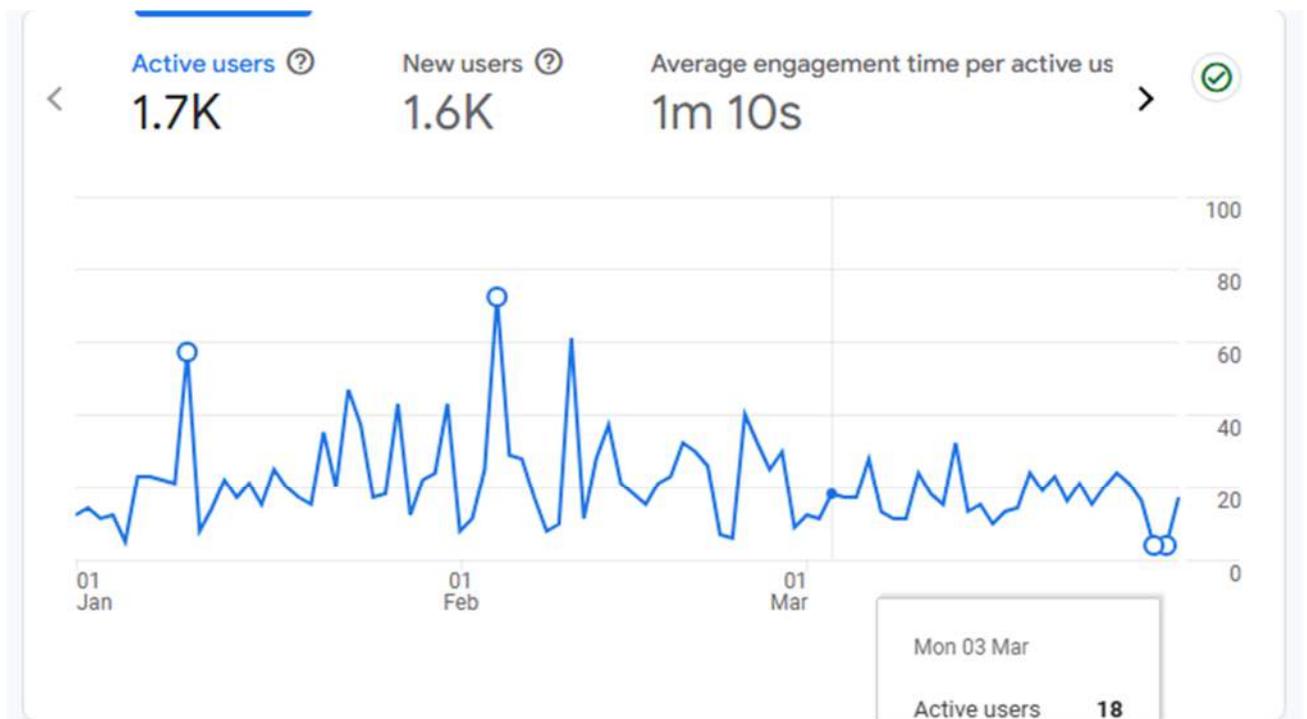
### Website

#### Users

The graph shows the number of active users (new users are those who are visiting for the first time) during Q1 of 2025. The main spikes occurred due to:

10<sup>th</sup> January – Video added to social media about the BVT sounding group and signposting to website for further information.

4<sup>th</sup> February – Post on social media about the newly revised design guide and signposting to website for further details.



#### User acquisition

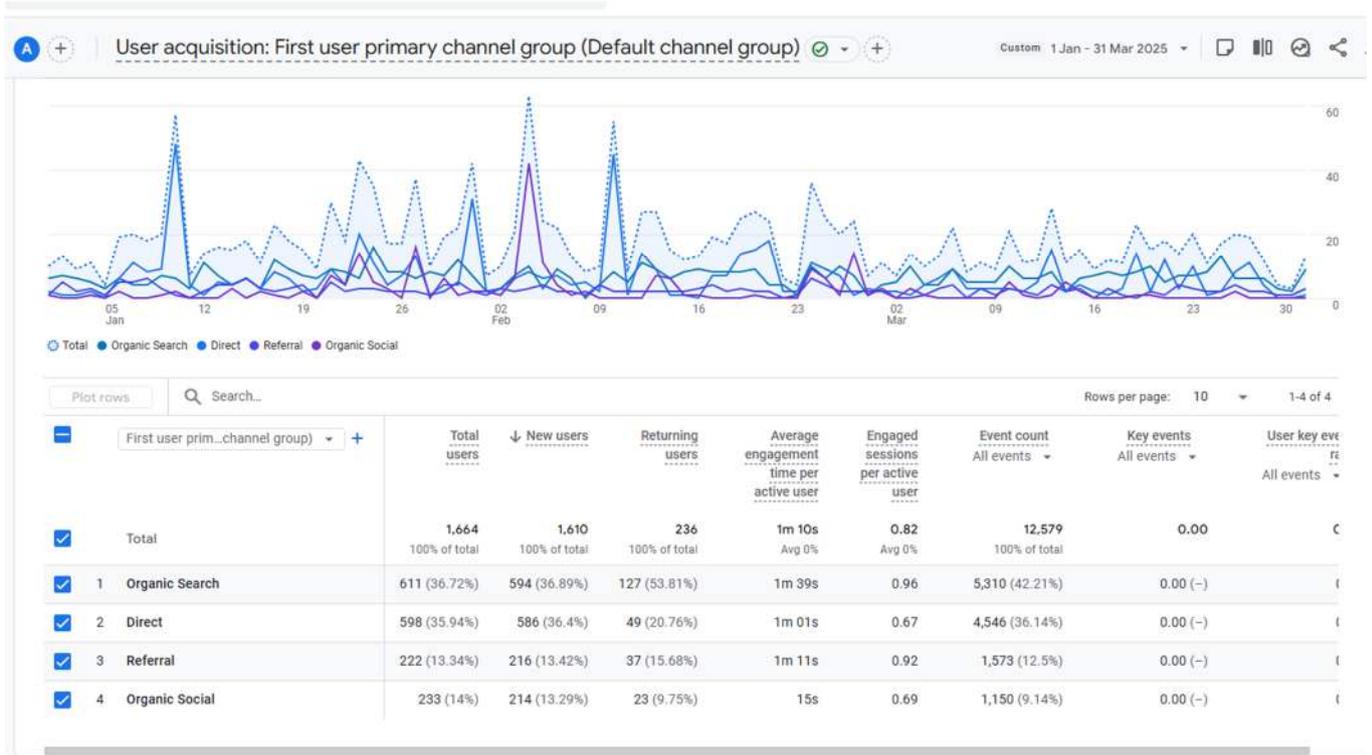
This graph shows how users found the website; it is broken down into:

Organic search - unpaid listings on search engines e.g. a resident will search for the topic they are interested in

Organic social - click throughs via social media

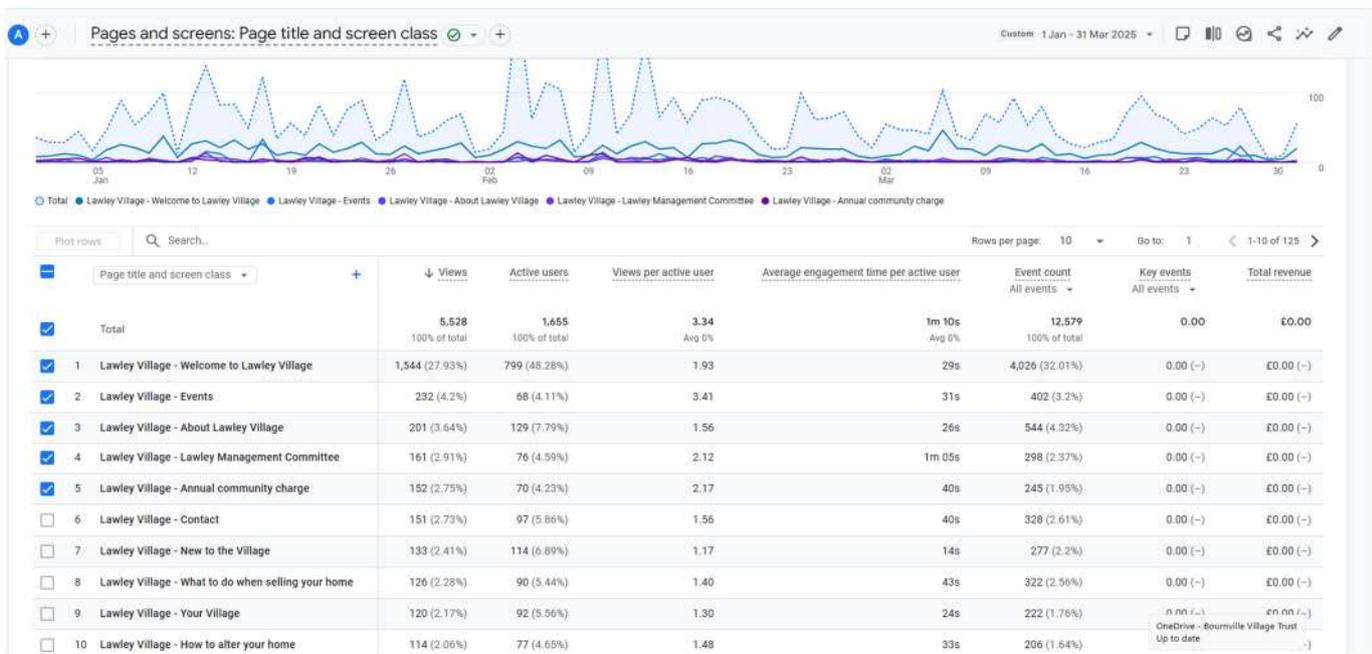
Referral - via another source e.g. website

Direct – go directly to the URL



## Page views

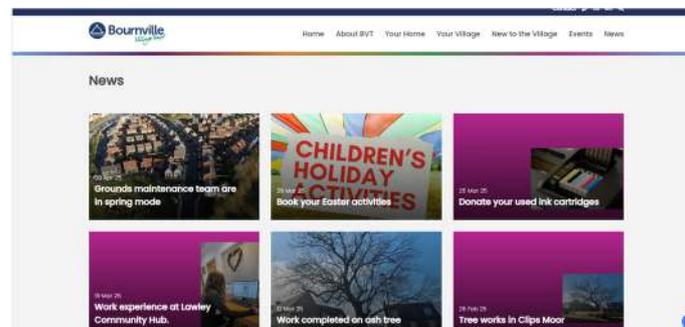
The graph below shows the top 10 most visited pages during the 1<sup>st</sup> quarter of 2025.



## News posts

Topics:

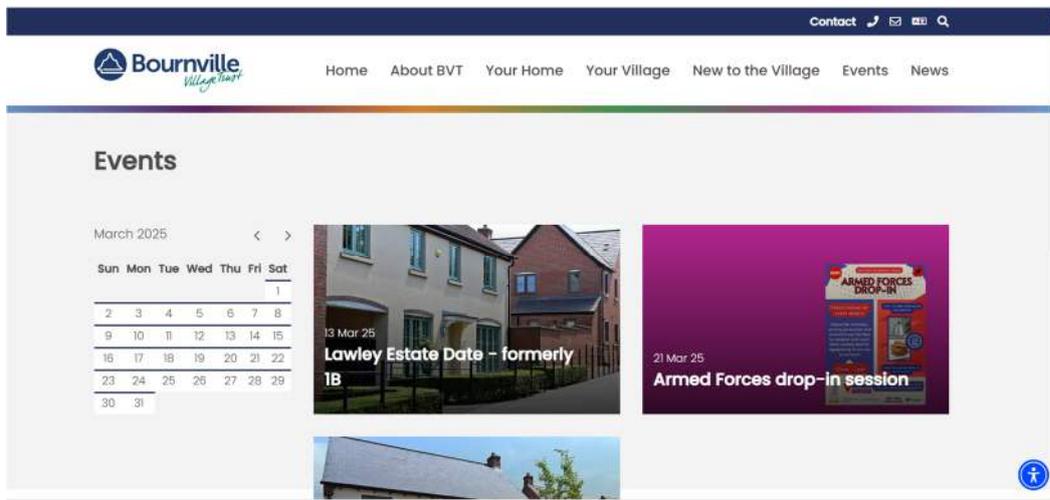
New members sought for sounding group  
Lawley Village Line Dancers nominated for national award  
BVT in Lawley Village Desing Guide  
What a year that was!  
New trees planted  
Major events for 2025  
Lawley community coffee morning  
Scout group thrives thanks to community grant  
Tree works in Clips Moor  
Work completed on ash tree  
Work Experience at Lawley Community Hub  
Donate your used ink cartridges  
Book your Easter activities



## Events

Events have been published for the year. In Q1 of 2025 the following were published and took place:

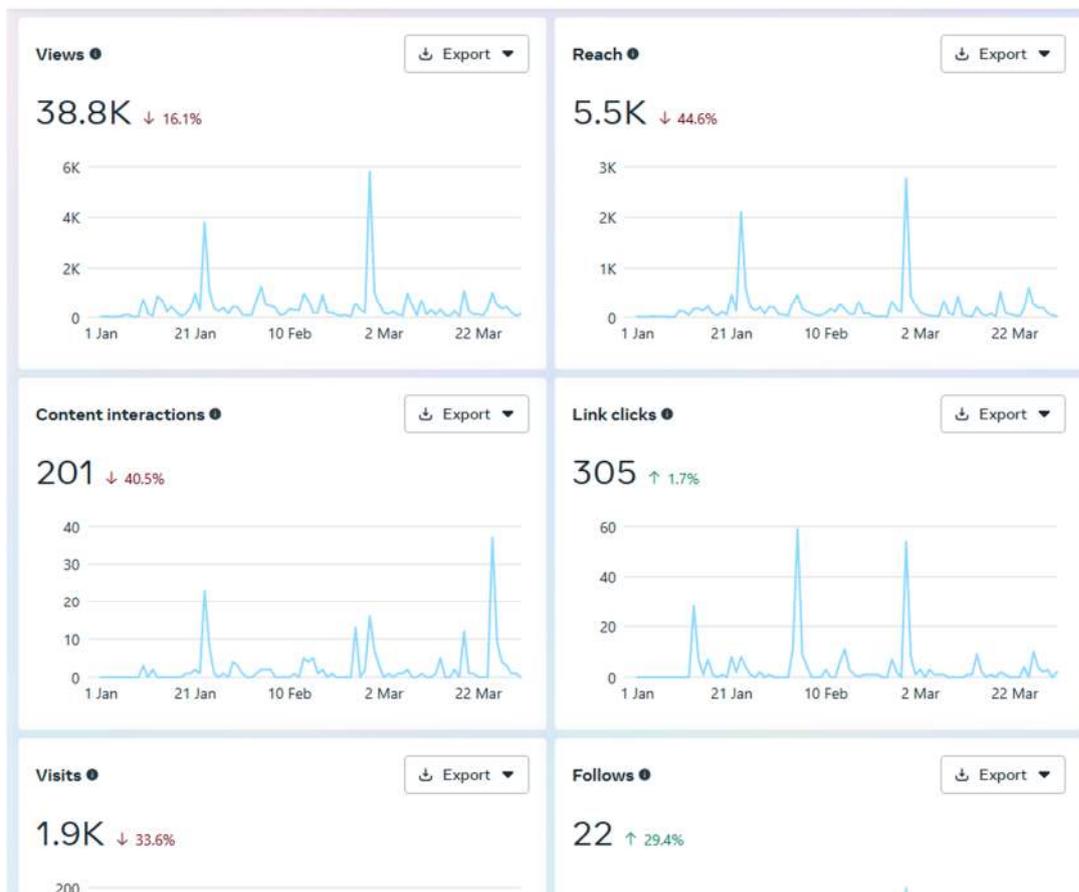
Two x Lawley listening hub  
Five x Estate date  
One x Sounding group  
One x SENDIASS  
One x Lawley Management Committee meeting  
One x Lawley community coffee morning  
Two x 2 Armed forces drop-in session  
One x BVT tenant surgery



## Social media

The Facebook analytics below compare the last quarter of 2024 to the first quarter of 2025. The number of views/reach is lower as posts around the changes to the Christmas activities were included in the last quarter of 2025.

The positive outcome from the 1<sup>st</sup> quarter of 2025 is the increase in followers and link clicks. This shows there is still a growing audience on Facebook.



The top engaged posts are below, this shows the interest in both the services we provide and the community activities that take place. The CCO will continue to work with the E&S team to promote good news stories and share service updates.

**Boost**

We'd like to advise residents in Clips Moor and the nearby ...  
27 February 2025, 11:48  
ID: 95388330396544

Interactions  
12 reactions 12 comments 1 share

Overview Performance Feed preview

**Performance**

Overview

Views	Reach	Interactions	Link clicks
7,090	3,350	8	69

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

**Boost**

Huge congratulations to Lawley Village Line Dance Club w...  
23 January 2025, 11:48  
ID: 928639294449614

Interactions  
22 reactions 3 comments 2 shares

Overview Performance Feed preview

**Performance**

Overview

Views	Reach	Interactions	Link clicks
4,986	2,730	13	11

**Boost**

If you or someone you know uses ink cartridges, did you kn...  
25 March 2025, 14:50  
ID: 912655138081362

Interactions  
36 reactions 5 comments 9 shares

Overview Performance Feed preview

**Performance**

Overview

Views	Reach	Interactions	Link clicks
1,583	867	22	--

**Boost**

14-year-old Jess recently completed her work experience ...  
19 March 2025, 11:03  
ID: 968133948833482

Interactions  
15 reactions 0 comments 0 shares

Overview Performance Feed preview

**Performance**

Overview

Views	Reach	Interactions	Link clicks
1,000	613	13	--

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

## Online newsletter

### Email benchmarking

March 25, 2025 - April 28, 2025

Your email campaign performance compared to similar businesses. Learn more about [benchmarking](#).

#### Characteristics you and your peers share

Industry  
Non-Profit

Your industry was either self reported or predicted using natural language processing techniques. You can update it in [your settings](#).

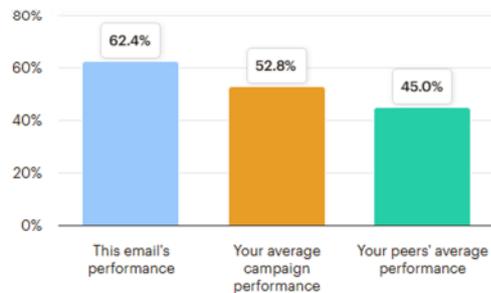
#### Audience demographics

A combination of Male, Female and Another Identity, from 55 and up

Audience size  
200 - 2,000

#### How your email compares

Open rate | Click rate | Unsubscribe rate



## Email benchmarking

March 25, 2025 - April 28, 2025

Your email campaign performance compared to similar businesses. Learn more about [benchmarking](#).

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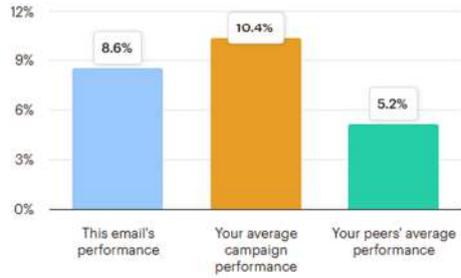
A combination of Male, Female and Another Identity, from 55 and up

#### Audience size

200 - 2,000

### How your email compares

Open rate **Click rate** Unsubscribe rate



# Appendix B

## Draft of revised Lawley welcome pack



## Election protocol template

describing the charting follows.

Milestone Flag

Activity	Plan Start (week no.)	Plan Duration (no. of weeks)	Actual Start (week no.)	Actual Duration (no. of weeks)	Percentage Complete	Responsible Person	Project Week No.
<b>PRE-NOMINATION ELECTION PERIOD</b>							
Agree project members and roles (including Coordinator)						HOS	
Dates of election confirmed						HOS	
Prepare draft comms plan						CCO or HOC if Birmingham/ESM	
Project & Communications planner signed off at committee meeting agreeing areas of responsibility						HOS/ESM	
Appoint organisation to independently administer ballot						HOS/HOG	
Set up meeting with ballot company, HOG and project Coordinator to agree process and timings						HOG	
Include announcement of election in annual charge letter distributed in December						ESM/CCO (HOC if Birmingham)	
Draft election announcement/nomination letter (versions for tenants, homeowners, overseas, absent freeholders, other housing providers) and						ESM/CCO (HOC	

## Example of comms plan for major events

Lead Officer: Donna Charway

Last Updated: 12.2.25

Responsible: BVT (Bournville Village Trust) LOPC (Lawley and Overdale Parish Council)

Select a period to highlight or right. A legend describing the charting follows.

Milestone Flag

Project Week Highlight: 2

Legend: Plan Duration, Actual Start, % Complete, Actual (beyond)

Activity	Plan Start (week no.)	Plan Duration (no. of weeks)	Actual Start (week no.)	Actual Duration (no. of weeks)	Percentage Complete	Responsible Person	Project Week No.
<b>Pre-Summerfest</b>							
Create new poster for Summerfest	1	1	1	1	100%	LOPC	
Social media post requesting stall holders	1	1	1	1	100%	BVT	
Create comms plan for Summerfest	2	1	2	1	100%	BVT	
Add volunteer opportunities to community website	2	1				BVT/LOPC	
Add event to websites	2	1	2	1	100%	BVT/LOPC	
Write article for Inview (BVT's tenant magazine)	2	1	2	1	100%	BVT	
Post around volunteer opportunities and direct to website to register						BVT	
Reminder about stall opportunity (short video to request stalls)						BVT/LOPC	
Final reminder about expressing interest for stalls	4	1				BVT	

Thank you and for those who have expressed interest and advice when they

Simon to surface if they

## Appendix C

Example of press release issued to local media and coverage achieved.



For immediate release  
27 January 2024

## PRESS RELEASE

### Telford line-dancing group shortlisted for national awards

Lawley Village Line Dance Club has been shortlisted for two national awards in the UK Line Dance Awards 2024. Following nominations from members, the club is shortlisted for UK Club of the Year 2024 and James (Jay) Haldron as Community Instructor of the Year 2024.

The Dance Club was set up in 2023 thanks to a grant from Bournville Village Trust in Lawley Village – the Eileen Hewer Community Fund and is now self-funding due to its success.

James (Jay) Haldron said: "We're thrilled to be the only Telford line dance club to be nominated in the national awards. We're a relatively new group but we've gone from strength to strength. Personally, I'm honoured that members of the club nominated me for Community Instructor of the Year 2024."

 **TelfordLive**  
27 January · 🌐

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As well as weekly classes, the Lawley Village Line Dance Club often attend community events giving free demonstrations and encouraging people to try.

Dominique Jones, Lawley Village Line Dance Club member said: "Line-dancing is a fantastic way to have fun and meet people. We hope everyone will vote for us as a club as well as our instructor Jay as he's brilliant. Line dancing is an activity for all ages and brings a real community feel to it."

Voting is open to everyone and closes on 31st January and votes can be placed at <https://uklda.com/>.

Every year, the Eileen Hewer Community Fund awards grants to groups working for the benefit of the Lawley community and its residents. Community groups or organisations based in Lawley or benefits Lawley can apply for a grant of up to £2,000 annually. Grants can also be given to projects that enhance the environment or provide facilities for the community to use. For further information and the application form go to <https://bvtlawleyvillage.org.uk/.../eileen-hewer...>

Pic: Lawley Village Line Dance Club



Advertisement

## Scout group thrives thanks to community grant

News February 26, 2025 | Updated: February 26, 2025

By Shropshire Live

Share:    

A Telford Scout Group is thriving thanks to a grant from a fund set up in memory of a dedicated community activist.



Advertisement

Advertisement

[Back](#)

Donna Charway

27 January, 2025

 News

## Telford line-dancing group shortlisted for national awards

Lawley Village Line Dance Club has been shortlisted for two national awards in the UK Line Dance Awards 2024. Following nominations from members, the club is shortlisted for UK Club of the Year 2024 and James (Jay) Haldron as Community Instructor of the Year 2024.

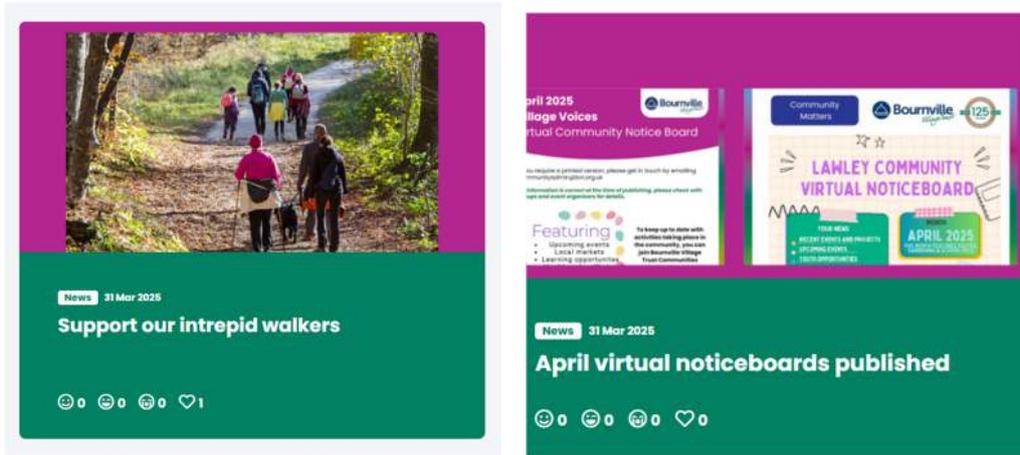


The Dance Club was set up in 2023 thanks to a grant from Bournville Village Trust in Lawley Village – the Eileen Hewer Community Fund and Lawley and Overdale Parish Council and is now self-funding due to its success.

James (Jay) Haldron said: "We're thrilled to be the only Telford line dance club to be nominated in the national awards. We're a relatively new group

## Appendix D

### Examples of posts on BVT's intranet



### Examples of articles in BVT's Staff Bulletin

#### Results of resident management committee elections are in!

The results of an election for new members to join our management committees in Lawley and Lightmoor Village have now been announced, following a successful recruitment campaign.

In the summer, customers in Telford were invited to nominate themselves to become members of our Lawley and Lightmoor management committees.

Seven residents put themselves forward to join the Lawley Management Committee (LMC) and six nominated themselves for Lightmoor Village's committee.

As there were more nominations than places available on both committees, an election took place with all residents invited to vote.

The new members include:

##### Lawley Management Committee

- Garfield Parker
- Matt Gabitas
- Mark Darlington
- Emily Bryan
- Kate Ballinger

##### Lightmoor Village Estate Management Committee

- Rachael Davies
- Hannah Jones



#### Team share top tips for managing the unexpected

**Failing to prepare is preparing to fail but if you don't know what to prepare for, what can you do?**

In December 2024, Storm Daragh hit the Midlands, not only causing damage to the neighbourhoods we work in but also impacting many planned events such as our annual Christmas celebrations in Telford.

Our Estates & Stewardship teams had to decide whether to go ahead with the events and in 24 hours they made the decision to move them indoors, ensuring the community still got to celebrate a special time of the year for many.

**The team share what they learnt from the experience and their top tips.**

1. Make a definite decision. When something isn't going to plan, decide what the next steps are. You can only use the information you have at the time, so make the best decision you can with the information you have.
2. Have a plan B. During the planning process think of potential eventualities and have alternative plans ready. For example, if a large-scale event needed to be cancelled, what would need to happen and by when?
3. Involve key partners. During the planning, ask partners for their views, what do they think could go wrong and what alternatives would there be?
4. Be prepared for an impact to your budget. Last minute changes can require additional staffing/materials or in the case of events, third parties such as stall holders may be impacted.

6. Staffing. How long is your project running for? Have you built in staff holidays, sickness or even vacancies during the project lifecycle? Who is responsible for keeping the project plan up to date and is it easily accessible to everyone?
7. Internal communication is vital. During each part of a project make sure everyone is kept up to date, especially when things change. Small changes can result in large changes later, so always be prepared.
8. External communication is also vital. Make sure any external contacts/audience are kept up to date with changes and use as many platforms as possible to reach people.
9. Manage expectations. Some changes may be minor and not affect the overall outcome of your project or event, but if they're major make sure relevant people are informed. For example, if an event is moved from outdoors to indoors, let people know what will still be happening and what won't.
10. Always be prepared for the unexpected. Keep customers in your mind and be kind to yourself.

**Do you need help planning a project? We have a project toolkit that can guide and support you. To use the resources go to our Shared P Drive > staff resources > Toolkits > Project Management**





**Lawley Management Committee Dates 2025**

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

<b>Date</b>	<b>Meeting</b>	<b>Item No.</b>	<b>Topic</b>	<b>Lead</b>	<b>Outcome</b>
<b>4<sup>th</sup> February 2025</b>	<b>Quarterly LMC Meeting</b>				
		<b>1.</b>	Introductions And Apologies	Chair	
		<b>2.</b>	Declarations Of Interest	Chair	
		<b>3.</b>	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		
<b>11<sup>th</sup> March 2025</b>	<b>Working Group Meeting</b>				
		1	M&BG Update		
		2	GM Satisfaction Surveys	NF	
<b>1<sup>st</sup> April 2025</b>	<b>Working Group Meeting</b>				
		1	KPI Review	NF/TR	
		2	Annual Update Income Recovery	GS	
<b>13<sup>th</sup> May 2025</b>	<b>Quarterly LMC Meeting</b>				
		1.	Introductions And Apologies	Chair	
		2.	Declarations Of Interest	Chair	
		3.	Minutes	Chair	
		4.	Matters Arising/Outstanding Actions	Chair	
		5.	Items for Decision		
		6.	Quarterly Financial Report	TR/NF	

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		7.	Estates And Stewardship Update	NF	
		8.	Quarterly Performance Report	NF	
		9.	Community Development and Partnership Report	NF	
		10.	Quarterly Communications Report	NF	
		11.	Lawley Community Consortium Update	AT	
		12.	Meeting Plan 2025	NF	
		13.	Any Other Business	Chair	
		14.	Dates Of Next Meetings	Chair	
		15.	Confidential Item		
		16.	Confidential Item		
		17.	Confidential Item		
		18.	Confidential Item		
<b>24<sup>th</sup> June 2025</b>	<b>Working Group Meeting</b>				
		1	Eileen Hewer Grants	LP	
		2	Lawley Community Hub Pricing	NF/LP	
		3	Financial Support Grant	NF/TR	
<b>2<sup>nd</sup> September 2025</b>	<b>Working Group Meeting</b>				
		1	LTSA Training	TR?	
		2	Risk Register	TR	
<b>16<sup>th</sup> September 2025</b>	<b>Quarterly LMC Meeting</b>				
<b>21<sup>st</sup> October 2025</b>	<b>Working Group Meeting</b>				
<b>11<sup>th</sup> November 2025 or Awayday 15<sup>th</sup> November 2025?</b>	<b>Quarterly LMC Meeting</b>				
<b>2<sup>nd</sup> December 2025</b>	<b>Working Group Meeting</b>				

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

<b>ITEM</b>	<b>LEAD</b>	<b>Comments</b>
LCH Meeting Room Pricing Review	NF	From November 2023 meeting where interim pricing structure agreed. <b>June 2025</b>
Eileen Hewer Grants	LP/NF	To consider revised process. – <b>June 2025</b>
LTSA Training	TR?	