



**BOURNVILLE VILLAGE TRUST
LAWLEY MANAGEMENT COMMITTEE**

**Business Meeting of the Lawley Management Committee (LMC)
to be held on 16th September 2025 at 6pm
at the Lawley Community Hub and Microsoft Teams**

A G E N D A

- | | | | |
|----|---|----|--------|
| 1. | INTRODUCTIONS AND APOLOGIES | JH | 6.00pm |
| 2. | DECLARATIONS OF INTEREST
Member to declare interests with any items <u>specifically on this agenda.</u> | JH | 6.01pm |
| 3. | MINUTES
A. Minutes of the meeting 13 th May 2025 | JH | 6.05pm |
| 4. | MATTERS ARISING/OUTSTANDING ACTIONS <ul style="list-style-type: none">• To receive updates on outstanding actions from the previous Minutes (attached) | JH | 6.10pm |

ITEMS FOR DECISION

No decision items for this committee

ITEMS FOR DISCUSSION

- | | | | |
|----|---|-------|--------|
| 5. | QUARTERLY FINANCIAL REPORT
To receive a report (attached) | TR | 6:20pm |
| 6. | ESTATES AND STEWARDSHIP REPORT
To receive a report (attached) | NF/TR | 6:30pm |
| 7. | QUARTERLY PERFORMANCE REPORT
To receive a report (attached) | TR/FH | 6:40pm |
| 8. | COMMUNITY DEVELOPMENT AND PARTNERSHIP REPORT
To receive a report (attached) | LP | 6.50pm |
| 9. | QUARTERLY COMMUNICATIONS REPORT
To receive a report (attached) | DC | 7pm |

ITEMS FOR NOTING

- | | | | |
|------------|---|-----------|---------------|
| 10. | MEETING PLAN 2025
To receive a plan of future meetings (attached) | TR | 7.05pm |
| 11. | ANY OTHER BUSINESS | JH | 7:10pm |
| 12. | DATES OF NEXT MEETINGS | JH | 7:15pm |

FORMAL MEETINGS

11th November 2025 or Awayday 15th November 2025 TBC

WORKING GROUP MEETINGS

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
13th May 2025 at 18:00

	PRESENT: James Haldron (JH) – Chair Matt Gabbitas (MG) – Vice Chair Arthur Tsang (AT) Emily Bryan (EB) Mark Darlington (MD) Kate Ballinger (KB) Garfield Parker (GP)	
	IN ATTENDANCE: Nick Freeman (NF) – Estates & Stewardship Manager Lindsey Powell (LP) – Community Development & Partnerships Officer Shannon Reynolds (SR) – Minute Taker Donna Charway (DC) – Online Meeting Facilitator	
	OBSERVERS This is a public meeting; those joining can observe and interact with DC only. Nicola Kennedy (NK) – Estates Officer	
020/25	INTRODUCTIONS & APOLOGIES <u>Introductions:</u> Nicola Kennedy (NK) – Estates Officer Lindsey Powell (LP) – Community Development & Partnerships Officer <u>Apologies:</u> Hannah Pryce (HP) – Head of Governance Tracey Rowe (TR) - Head of Estates & Stewardship Pete Richmond (PR) Grant Williams (GW) <u>Absent:</u>	

	Ian Springle (IS) Cllr Luke Lewis (LL)	
021/25	DECLARATIONS OF INTEREST None received. Committee NOTED there were no declarations.	
022/25	MINUTES JH tabled the minutes of the of 4 th February 2025 meeting (Appendix 3) and asked if there were any comments or amendments. None were received. Committee unanimously APPROVED the minutes of the meeting held on the of 4 th February 2025 as a true and accurate reflection.	
023/25	MATTERS ARISING/OUTSTANDING ACTIONS NF presented the outstanding actions schedule (Appendix 4). NF noted that with regards to the Terms of Reference review, HP has sent her apologies and advised that this will be brought to the committee meeting in September. No comments were received. JH asked if there were any comments on the 30-Year Budget Plan (Appendix 4a). None were received. Committee APPROVED and NOTED the Outstanding Actions Schedule	HP
ITEMS FOR DECISION		
	Committee NOTED there were no items for decision.	
<u>ITEMS FOR DISCUSSION</u>		
024/25	QUARTERLY FINANCIAL REPORT NF presented the report (Appendix 6 & 6a) NF reported that a large tree on Clips Moor required urgent work due to bracket fungus, posing a health and safety risk. The necessary work used over half of the annual tree budget. While this has led to an apparent overspend, most trees in Lawley are young and healthy, so future work will be limited to urgent safety issues to stay within budget.	

	<p>Committee briefly discussed the need for any further tree remedial works. KB enquired whether there were other trees requiring attention, to which NF responded that no urgent works are currently identified, as regular inspections are carried out by Savills. In response to a follow-up question, NF confirmed that preventative maintenance is undertaken when necessary, with team members trained to recognise early signs of potential issues.</p> <p>JH asked if there were any questions.</p> <p>JH enquired about the Wear & Tear Fund's tracked progress against the previous Arcadis report and the timing of the next report. AT was unable to provide an immediate response, noting that recent staffing changes at BVT—including the departure of Greg Lakin, former Director of Assets who led the Arcadis work—have resulted in a redistribution of responsibilities. AT agreed to follow up and provide an update to the Committee.</p> <p>Committee NOTED the contents of the report.</p>	AT
025/25	<p>ESTATES AND STEWARDSHIP UPDATE</p> <p>NF presented the report (Appendix 7) and asked if there were any questions.</p> <p>KB asking whether funds from Lawley Community Hub's room hire were being reinvested into items like new furniture. NF clarified that although the report currently shows £400, the actual income for Quarter 1 is around £1,700, with delays in invoicing affecting the figures. NF explained that the cost of new furniture was covered by the Infrastructure Reserve Fund, but the hub's income is being returned to the main income line to offset that expenditure.</p> <p>KB commented that if the hub is going to become a community space for people to use, the more than can be done to make it more adaptable, flexible and inclusive, the better it will be.</p> <p>GP entered the meeting.</p> <p>JH asked if there were any questions. None were received.</p> <p>Committee NOTED the contents of the report.</p>	
026/25	<p>QUARTERLY PERFORMANCE REPORT</p> <p>NF presented the report (Appendix 8 & 8a)</p> <p>NF asked if there were any questions or comments regarding breaches.</p> <p>GP queried if there is an increase in the number of challenges received back when sending out the breach letters.</p>	

	<p>NF explained that most people are quite understanding and, generally, people tend to comply fairly quickly once they've been contacted. Occasionally, someone might express frustration, but they usually agree to resolve the issue quickly, like tidying their garden by the weekend.</p> <p>AT highlighted the example of a delay in resolving breaches due to residents needing extra time, not a failure to act. He noted the drop in on-time resolution from 96% to 67% and suggested future reports should include a breakdown of overdue breaches with reasons, to clarify whether delays are due to operational issues or special dispensation due to a resident's circumstance.</p> <p>NF agreed and noted this for action.</p> <p>In response to a question about unauthorised alterations, NK explained that this is no longer a common issue. New residents now receive welcome packs with relevant information as soon as they move in, ensuring there is no delay in communication.</p> <p>Committee briefly discussed the trend arrows in Appendix 8a's KPI tables in response to a question about whether the upwards-facing arrow for the '% of courtyards completed against target' (page 7) should be green rather than amber. There was a suggestion to colour each month's column rather than the trend column, for clarity.</p> <p>NF supported the suggestion and noted he plans to speak with the Chair about trend arrows, as their meaning can vary depending on context. NF added that he will speak to AT and see what feedback is received from the other committees on the new format.</p> <p>In response to a question, NF explained the difference between an expression of dissatisfaction and a formal complaint and how this is communicated to residents. NF noted that Lawley has very few formal complaints and when something is raised it is generally it is for something that is not within BVT's control.</p> <p>Committee discussed the potential benefits and challenges of recording all resident enquiries, including those outside its remit, to better reflect the team's workload and value. MG suggested that capturing such interactions—many of which are currently unrecorded—could demonstrate the breadth of work undertaken. NF acknowledged the high volume of daily queries, particularly those handled by Nicola, and the difficulty in consistently tracking them. MD raised concerns about the time required to record every contact and questioned the added value. NK highlighted the issue of duplication between systems, noting that while actions are sometimes recorded externally (e.g. via FixMyStreet), they are not</p>	<p>NF</p> <p>NF</p>
--	--	---------------------

	<p>always logged internally in QL. MG proposed introducing a few broad categories to classify enquiries, which could improve transparency and reporting. NF agreed to consider how this could be implemented meaningfully.</p> <p>NF highlighted that work has begun with the Business Improvement team to develop grounds maintenance transactional satisfaction surveys, which will be sent to individuals whose areas have been maintained in the past week to gather timely feedback. MG suggested including additional questions, such as whether respondents voted in the LMC elections, to help assess engagement levels. NF responded that adding supplementary questions is feasible but noted he would need to consult Francis, who handles data analysis, to evaluate their potential value and whether they would yield the kind of insights the team want.</p> <p>Committee NOTED the contents of the report.</p>	NF
<u>ITEMS FOR NOTING</u>		
027/25	<p>COMMUNITY DEVELOPMENT AND PARTNERSHIP REPORT</p> <p>LP presented the report (Appendix 9) and asked if there were any questions.</p> <p>NF highlighted a successful case study, noting that they started as work experience, transitioned to a volunteer grant researcher, and have now taken a paid opportunity to cover sick leave in Lightmoor. He noted it as a great example of positive progression for someone new to the workforce.</p> <p>EB asked whether the community space KPIs are for the Lawley Community Hub or other spaces as well. LP explained that community space activity is recorded in different ways, depending on whether its people using the hub, activities in our open spaces, our events in partner organisation spaces, or BVT attending external events.</p> <p>LP noted that the increasing number of bookings and enquiries for the Lawley Community Hub has prompted discussions around how these may be staffed.</p> <p>Committee briefly discussed Dementia and Diabetes Action Weeks. LP shared that she is supporting the care homes with baking workshops for Dementia Action Week and noted that community coffee mornings provide useful networking opportunities. For Diabetes Week, she explained that while no specific events are planned, they support and share partner-led initiatives.</p> <p>Committee NOTED the report.</p>	
028/25	QUARTERLY COMMUNICATIONS REPORT	

	<p>DC presented the report (Appendix 10).</p> <p>DC asked that if anyone is interested in taking part of the Communications Forum, please let her know.</p> <p>KB raised a question about the use of X (formerly Twitter), noting that her employer has stopped using it in favour of Instagram to better reach younger audiences. DC responded that BVT is currently reviewing its social media strategy, including whether to continue using X. DC noted that Facebook allows for better engagement through comments, while X's algorithm is currently ineffective. DC advised that the committee will be updated once the review has finished.</p> <p>NF highlighted an instance where proactive communication was used to manage the narrative around tree work at Clips Moor. This included sending hard copy letters, posting updates and photos on social media, and highlighting the presence of an ecologist on site. The approach helped prevent negative feedback, especially around sensitive issues like chainsaw use and bat boxes. NF commented that this demonstrates the value of proactive communication.</p> <p>Committee NOTED the report.</p>	
029/25	<p>LAWLEY COMMUNITY CONSORTIUM UPDATE</p> <p>AT provided an update. In summary:</p> <ul style="list-style-type: none"> • Meetings were held with Lawley and Overdale Parish Council and Telford & Wrekin Council (TWC). • A key concern was ensuring residents' voices remain influential in the new structure. • It has been confirmed that the Chair of the Lawley Management Committee will become Vice Chair of the new consortium. • The consortium will include a wider range of organisations beyond statutory bodies. • Terms of reference have been agreed by all parties, including current Chair JH. • A public communication outlining the new consortium is expected shortly. • Consortium meetings will be held quarterly; dates will be shared once confirmed. • The consortium will continue to support: <ul style="list-style-type: none"> – Community activities and events – Resident engagement and consultation – Budget administration • Funding for community events for the remainder of the year has already been approved. • The transition to the new structure is expected to be smooth. 	

	Committee NOTED the update.	
030/25	MEETING PLAN 2025 JH tabled the 2025 Meeting Plan (Appendix 12). NF noted that the November formal meeting could be held as an evening session or a Saturday away day, but a decision is needed soon to secure a booking. No further questions or comments were received. Committee NOTED the meeting plan.	
031/25	ANY OTHER BUSINESS JH asked if there was any other business. None was raised.	
032/25	DATE OF NEXT MEETING <u>Formal meetings</u> 16th September 2025 11th November 2025 or Awayday 15th November 2025 <u>Working Group meetings</u> 24th June 2025 2nd September 2025 21st October 2025 2nd December 2025 Committee NOTED the date of the next meeting.	
	The meeting closed at 07:20pm	
 Chair Date Secretary Date	

LMC Outstanding Actions

MIN	TOPIC	ACTION	Action Owner	PROGRESS
ACTIONS FROM WORKING GROUP 24th June 2025				
A05/25	Lawley Community Hub Charge Table	NF to submit a proposal to keep the LCH charge table the same for a further year to September 16th 2025 business meeting.	NF	To be discussed at October 2025 Meeting
A04/25	EHF Informal Working Groups	LP to form informal groups to look into details of any future proposals.	LP	Draft procedure to be presented at October 2025 working group with a view to paper for approval at the November 2025 Business meeting. To incorporate A009/23
ACTIONS FROM LMC 13th May 2025				
26/25	Recording Resident Enquiry Types	NF agreed to consider how this could be implemented meaningfully.	NF	Deferred to November 2025
26/25	Performance Report Feedback	NF to speak with the Chair about the use and clarity of trend arrows in KPI tables. NF to explore the suggestion of colouring each month's column instead of the trend column and gather	NF/FH	New performance report, agenda item 7 This is now in line with the Birmingham and Lightmoor Village performance reporting. Trend arrows have been removed and shows comparisons to the previous

		feedback from other committees on the new format.		year as well as the progress throughout the current year. Complete
26/25	Breach Report Breakdown	Future breach reports to include a breakdown of overdue breaches with reasons, to clarify whether delays are due to operational issues or special dispensation.	NF/FH	New performance report, agenda item 7 Further commentary has been included regarding breaches. Complete
24/25	Wear & Tear Fund compared to Arcadis Report	AT to update committee on the Wear & Tear Fund's tracked progress against the previous Arcadis report and the timing of the next report.	AT	Update on Wear and Tear fund to be presented to LMC at their meeting 16 th September by Pete Richmond – confidential item. Full 5 year review to be carried out in 2026.
23/25	TOR Review & Committee Effectiveness Review	HP to arrange for TOR Review & Committee Effectiveness Review to be ready for LMC 16 th September Meeting	HP	Deferred to November 2025 – added to meeting plan. Remove from outstanding actions. Complete
ACTIONS FROM WORKING GROUP 11th March 2025				
A02/25	Audit Error	NF to follow up with MG to explain what has happened with regards to a correlation error with a M&BG audit.	NF	Complete

A01/25	Lawley West Land	NF to seek confirmation 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 the change, and an update to be posted on the website.	NF	Complete
ACTIONS FROM LMC 4th February 2025				
008/25	Sounding Group	LP to ensure all unsuccessful candidates from LMC elections are invited to join the Sounding Group	LP	Complete
007/25	Risk Register	Lawley Risk register to be reported on at the next meeting for new committee members.	TR	Scheduled for the working group meeting 2 nd September. Deferred to October 2025 working group meeting due to running out of time at the 2 nd September meeting. Add to meeting planner.
ACTIONS FROM WORKING GROUP 3rd 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. Complete
ACTIONS FROM LMC 9th 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	TR discussed difference with the finance team. Finance team advised

				<p>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"> - The number of properties has increased - Although all expenditure has increase by 3.2% the Transfer to the wear & Tear fund has increased and transfer from the infrastructure fund has decreased from the previous year. - 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 <p>Presented to Committee on 13th May 2025.</p> <p>Complete.</p>
063/24	Financial Support Fund	TR advised that Officers would review the proposal to put aside a support fund and the proposal to hold a consultation and present a report at the February committee meeting.	TR/NF	<p>Update 04/02/25 – Deferred to 24th June 2025</p> <p>Presented finding at working group meeting 2nd September 2025. Formal report to be presented to committee at</p>

				its meeting in November 2025. Added to meeting planner.
ACTIONS FROM WORKING GROUP 18th April 2023				
A009/23	EHF Criteria, Pre-Selection, & Small Grants Discretion	TR/NF to look at the criteria, the standing order process, and grant thresholds.	TR/NF	<p>Review planned in Q3-4 2024 Update 09/11/24 – workloads during 2024 has prevented this work being completed.</p> <p>To consider in 2025 or 2026 priorities at LMC Awayday at 9th November 2024.</p> <p>Update 04/02/25 – Working group June 2025 to review Officer suggestions (to include portal) for decision at November 2025 business meeting. A008/23 incorporated into this action.</p> <p>Completing this action – incorporate into A04/25</p>
ACTIONS FROM LMC 8th November 2022				
067/22	Ground Rent	TR to speak with the Finance Team about the inconsistency in the ground rent figures and update Committee	TR	TR to meet with Trevor Edge to discuss further and bring a paper to committee in 2025.
ACTIONS FROM LMC 15th February 2022				

011/22	Committee Member Guidance	TR to include committee member guidance in the learning paper and processes following the Redacted – Private address appeal.	TR	19 th July Appeals process reviewed and discussed learning. New BVT wide procedure to be by the end of 2025 Complete
--------	----------------------------------	---	-----------	--

Lawley Management Committee	
Date	13 th May 2025
Item 5	Quarterly Financial Report Quarter 2 2025
Author	Tracey Rowe Head of Estates and Stewardship
Contact Details	traceyrowe@bvt.org.uk 0121 667 1153



1. Purpose of Report

To present the financial position against budget at the end of Quarter 2 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 within the community which resulted in the current resident-led Lawley Management Committee (LMC) structure. LMC is the current mechanism for ensuring that a customer voice is represented in the delivery of our estate and stewardship service.

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

10. Report

This report relates to the Lawley Estates Financial report for the second quarter of 2025 – see Appendix 5.1

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.

Operational Expenditure

Operational expenditure is higher than the budget as at the end of Q2 2025. The reason for this is detailed below:

Estate Management

- Fencing on phase 6 has been completed during Q2. The expenditure forms part of the budgeted £20k drawdown from the “Wear & Tear Fund”. The draw down from the Wear & Tear Fund is applied as part of the year end final accounting practices.

- As reported at the last committee meeting, 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. Further spending from this budget is required to pay for the annual surveys carried out by Savills and any emergency works identified as part of this survey. In the meantime, 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.

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 which is a budget profile issue.

LMC running costs will be under budget due to not holding any elections in 2025. It is estimated that the outturn will be £1,000 for the annual committee planning day costs.

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.

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 planned budget deficit.

Lawley Management Committee Report

Agenda Item 5 - Appendix 1



Outturn Forecast 2025	Original Budget 2025	Lawley Estates Management	Budget Jan - June 2025	Actual & Committed Jan - June 2025	Notes
		Community Charge Income			
723,503	723,503	Community Charges	694,103	672,660	
62,934	62,934	Draw Down from Infrastructure Fund	0	0	
26,700	20,000	Draw Down from Wear & Tear Fund	0	6,713	
3,000	3,000	Ground Rents	3,000	3,000	
1,500	1,500	Lawley Community Hub Room Hire	1,100	879	
817,637	810,937	Total Income	698,203	683,252	
2,000	2,000	Grants & Donations	1,000	0	
10,000	10,000	Other Income	5,000	45	
12,000	12,000	Total Other Income	6,000	45	
829,637	822,937	Net Turnover	704,203	683,297	
		Expenditure			
(712,565)	(705,865)	Operational Expenditure	(373,782)	(369,085)	
(102,072)	(102,072)	Transfer to Wear and Tear Fund	0	0	
(15,000)	(15,000)	Transfer to Eileen Hower Community Projects Funding	0	0	
0	0	Transfer to Community Association	0	0	
(829,637)	(822,937)	Total Expenditure	(373,782)	(369,085)	
0	0	Potential Underspend / Overspend	330,421	314,212	
		LAWLEY ESTATES OPERATIONAL BUDGET			
		Estate Management			
(223,080)	(223,080)	Staffing Costs	(119,555)	(117,268)	
(1,500)	(1,500)	Travel Costs	(750)	(550)	
(941)	(941)	Office Consumables	(441)	(516)	
(5,627)	(5,627)	Printing & Publications	(1,177)	0	
(1,611)	(1,611)	Communications	(933)	(864)	
(720)	(720)	Mobile Telephone	(360)	(385)	
(14,322)	(14,322)	Legal & Professional Fees	(7,164)	(7,479)	
(7,246)	(7,246)	Insurance	(3,624)	(3,624)	
(115,599)	(115,599)	Landscaping Contract	(48,165)	(49,504)	
(10,230)	(10,230)	Tree Surveys & Works	(4,000)	(14,616)	
(15,345)	(15,345)	Communal Lighting (inc Courtyards)	(8,745)	(6,411)	
(6,650)	(6,650)	General Repairs (inc Courtyards)	(3,200)	(6,382)	
(1,500)	(1,500)	Winter Gritting (inc Courtyards)	(500)	(278)	
(26,700)	(20,000)	Draw Down from Wear & Tear Fund	0	(6,713)	
(431,071)	(424,371)	Total Estate Management Costs	(198,614)	(214,590)	
		Estate Caretaking			
(60,682)	(60,682)	Caretaker - Staffing Costs	(32,408)	(32,524)	
(5,115)	(5,115)	Caretaker - Travel Costs / Vehicle Costs / Waste Disposal Costs	(2,555)	(2,938)	
(480)	(480)	Caretaker - Mobile Telephone	(240)	(192)	
(665)	(665)	Caretaker - Clothing & PPE	(400)	(13)	

(1,535)	(1,535)	Caretaker - Tools and Equipment	(1,000)	(468)
(68,477)	(68,477)	Total Estate Caretaking Costs	(36,603)	(36,134)
		<u>Community Development</u>		
(44,400)	(44,400)	Staffing Costs	(23,841)	(23,621)
(665)	(665)	Travel Costs	(330)	0
(286)	(286)	Office Consumables	(136)	(26)
(2,225)	(2,225)	Printing & Publications	(1,200)	0
(240)	(240)	Mobile Telephone	(120)	(96)
(11,120)	(11,120)	Community Development & Involvement Activities	(3,090)	(555)
(2,000)	(2,000)	Grant & Donations Expenditure	(1,000)	0
(10,000)	(10,000)	Other Expenditure	(5,000)	0
(15,345)	(15,345)	Resident Projects (Eileen Hewer)	(5,268)	(3,120)
(5,000)	(5,000)	LMC Running Costs	(2,270)	0
(91,281)	(91,281)	Total Community Development	(42,255)	(27,419)
		<u>Office Running Costs</u>		
(29,667)	(29,667)	Lawley Community Hub Running Costs	(26,490)	(22,617)
(29,667)	(29,667)	Total Office Running Costs	(26,490)	(22,617)
(92,069)	(92,069)	Administration Charge	(69,820)	(68,325)
(712,565)	(705,865)	Total Operational Expenditure	(373,782)	(369,085)
117,072	117,072	Net Surplus to Fund the Below Funds	330,421	314,212
		WEAR AND TEAR FUND		
		<u>Income</u>		
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
1,162,058	1,162,058	Total Income	0	1,059,986
		<u>Expenditure</u>		
0	0	Project Fees	0	0
0	0	Capital Expenditure	0	0
0	0	Total Capital Expenditure	0	0
1,162,058	1,162,058	Closing Balance	0	1,059,986
		EILEEN HEWER COMMUNITY PROJECTS FUND		
		<u>Income</u>		
25,000	25,000	Opening Balance	0	25,000
15,000	15,000	Transfer from Community Charge	0	0
40,000	40,000	Total Income	0	25,000
		<u>Expenditure</u>		
(15,345)	(15,345)	Grant Funding	0	(3,120)
(15,345)	(15,345)	Total Capital Expenditure	0	(3,120)
24,655	24,655	Closing Balance	0	21,880
		COMMUNITY INFRASTRUCTURE FUND		
		<u>Income</u>		
145,919	145,919	Opening Balance	0	145,919
0	0	Interest	0	0
0	0	Transfer from Community Charge	0	0
145,919	145,919	Total Income	0	145,919
		<u>Expenditure</u>		
0	0	Capital Expenditure	0	0

0	0	Total Capital Expenditure	0	0
145,919	145,919	Closing Balance	0	145,919

Lawley Management Committee	
Date	16 th September 2025
Item 6	Estates & Stewardship Report
Author	Tracey Rowe
Contact Details	TraceyRowe@bvt.org.uk



1. Purpose of Report

The purpose of this report is to inform Committee of the activities of the BVT team in Lawley during Quarter 2 of 2025.

Recommendation

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

2. 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.

3. Financial Impact

Whilst detailed financial reporting is shown elsewhere in the papers this report does indicate where spending of the Community Charge budget, including spending of the Wear & Tear/Sinking fund, has occurred.

4. 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.

5. 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.

6. 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 since the overall work of BVT is 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) signed by all homeowners in Lawley, specifically Clause 10 of that document.

The report also indicates compliance with the Long-Term Stewardship Agreement (LTSA) for Lawley, specifically in that it demonstrates (in addition to where reference to the LTSA requirements are covered elsewhere):

- Compliance with clause 6.3 regarding community development and partnerships.
- Attendance at and provision of information as required to the Long-Term Stewardship Group.
- That BVT are working towards the adoption of Public Open Space, courtyards, additional non-adoptable public realm and apartment blocks.

7. 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.

The team all have mandatory training in EEDI matters annually as per BVT policy.

8. 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.

9. 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 separately tabled report for further detail on the work being carried out, but a summary is given below.

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.

The Head of Estates & Stewardship has progressed the replacement manager during the last month with prospective replacements being interviewed shortly. Committee will be kept updated.

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.

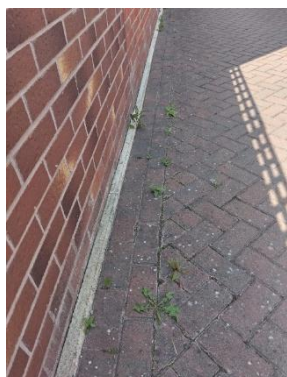
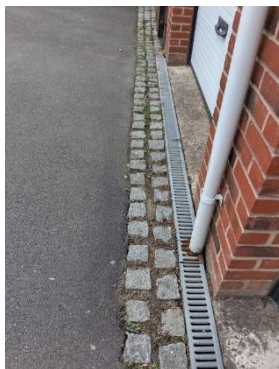
The Caretakers work on a daily basis with the Grounds Maintenance (GM) contractor to provide a seamless GM service to residents.

Some photos below demonstrate the work carried out by the caretakers in dealing with weeds that are inevitable in areas during the spring and summer.

Before



After



10.2.3 Estate Officers

The Estates Officers met all of their targets during Q1 & Q2 and provide an excellent service to the residents of Lawley, sometimes in difficult circumstances.

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

Richard Swain has joined the team on a development opportunity from Lightmoor Village to replace Jude and will work closely with Nicola to learn the role and support the work of the Estates Officers. He has progressed well, and this change will not have been apparent to the residents of Lawley.

Improved reporting utilising electronic capture of reports and photographs in real time has improved estate inspections and allowed the Estate Officer to stop taking handwritten notes on site that needed transferring to report trackers. The Estates & Stewardship Manager and Stewardship Support Officer will continue to make improvements to the process. Due to utilising internal team knowledge and software available through the standard IT package no additional costs have been taken to provide these improvements.

The Estates Officers are currently working with the Customer Communications Officer to create some short videos to include how inspections take place, how breaches are located, recorded and dealt with and answers to FAQ's. These will be posted on the BVT Lawley website.

The Estates Officers recently worked with residents regarding a sewage leak and through partnership working were able to assist in getting the issue resolved with the Lawley Village Developer Group.

10.2.4 Grounds Maintenance Contractor

The GM Contractor (M&BG Ltd) started delivering the new contract in Lawley on 1st January 2025 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.

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.

This has resulted in a document being produced as a Handbook for new LMC members engaged during the 2026 cycle of elections.

Welcome Pack Review

The review of the welcome pack has been completed.

A paper copy of the document is hand delivered to all new homeowners, changes of ownership and, where details are known, to all changes of tenants in rented properties. It is also available on the BVT Lawley website.

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. It is hoped that the transfer can take place during 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 but help to coordinate with the other parties by circulating a tracker of progress.

Process, Policy and Procedure Review

Along with all areas of the business within BVT the Estates & Stewardship Team are working throughout 2025 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.

Life Cycle Replacement/Repair of Wooden Assets

The Estates Officers and The Estates & Stewardship Manager have carried out a small works procurement of around £14k, sourced from the Sinking/Wear & Tear Fund, to carry out works in areas identified as needing replacement or life extending repairs to fences, wooden planters and other wooden assets. These works are near completion.

The Estates Officers have managed this project and kept residents, who may have been affected, up to date with any plans.



Lawley Management Committee authorised a spend of up to £20k from the sinking fund for these works. Once these works are delivered (before the end of Q3) a further phase may be procured for additional works of a similar nature if the need is identified.

10.2.6 Lawley Community Hub

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

The provision is now much more adaptable for users of the hub (some example layout photos are shown below).

Additionally, the team are all happy with the work station arrangements, this has allowed all office based team members to work from the hub simultaneously, at DSE compliant work stations, if required.

Regular bookings are allowing the team to work with various parties to deliver services to Lawley that would not otherwise be possible locally, notably Armed Forces Covenant “Tea & Toast” mornings, ante-natal classes, Citizens Advice outreach appointments and SEND IASS sessions.

The project was completed on time and on budget.



Lawley Management Committee	
Date	16 th September 2025
Item 7, 7a	Performance Report
Author	Fleur Hemming
Contact Details	fleurhemming@bvt.org.uk 0121 667 1085



1. Purpose of Report

The purpose of this report is to provide the Committee with an update on the Performance of the Estates and Stewardship Service in Lawley including dashboards for financial, breaches, alterations, community, and other estate management functions for Q2 2025.

2. Recommendation/s

Committee is asked to **DISCUSS & NOTE** this report.

3. Link to Strategic Aims, Objectives and Values

This report links to the BVT Corporate Plan strategic aims of;

- Building Organisational and Financial Strength, objective 6; Deliver good governance.
- Community Building, Objective 1 & 2; Support and champion opportunities for local people to be involved in leading things that are important to their local community and deliver them and make sure local people can, and are able to, be fully involved in shaping our services and projects.

The report meets this aim by showing the discussions, outcomes and decisions that Committee has made.

- The report meets the BVT Values of:
- Partnership - we work together to achieve great things
- Fairness - we treat people as individuals by exercising the right approach at the right time.
- Quality - we are clear about what we do, and we do it well.
- Integrity - we do the right things.
- Innovation - we look for new and better ways of doing things.

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

This performance report links to the Lawley budget and overall spend of the Community Charge and shows how the financial information is carefully monitored through the performance indicators.

5. Value for Money Impact

In managing the delivery Estates & Stewardship in Lawley, the Committee and Officers of BVT will seek to:

- Strive for value for money for spend against the budget, obtaining the best value at all opportunities and regularly reviewing working practices with the aim of efficiency savings.
- Maximise the recovery of the Community Charge.

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 and do deliver value for money, this is monitored through the performance indicators.

6. Risk and Assurance Impact

This report links to the BVT strategic and operational risk registers.

7. Compliance with Relevant Legislation and Regulation

Bournville Village Trust is a registered housing provider and is governed by the Regulator of Social Housing (RSH) Regulatory Standards. There are four Consumer Standards and three Economic Standards that BVT must comply with, as well as procurement legislation. These are set out below.

The Estates and Stewardship service plays a key role in upholding these standards, focusing on a tenure-neutral approach in Lawley. This means we aim to provide quality services and management for all residents, regardless of their housing tenure, fostering a strong sense of community and stewardship within the area.

Each Committee report for the LMC clearly outlines the relevant standards it relates to, providing context and reasons for inclusion. This approach ensures transparency and accountability. This report relates to the following standards.

- **Neighbourhood and Community Standard**

This standard emphasises the importance of collaboration between Bournville Village Trust (BVT) and our residents to address neighbourhood concerns, this shows in the performance of the Estates and Stewardship team in Lawley through our estate management.

- **Safety and Quality Standard**

This standard focuses on the quality and management of Bournville Village Trust (BVT) owned properties. The Estates and Stewardship team is involved through managing the breaches and property alterations, this shows in the performance reports.

- **Transparency, Influence and Accountability Standard**

This standard focuses on promoting a positive relationship between BVT and our residents. Our performance is transparent and reported to our resident led committee.

- **Governance and Financial Viability Standard**

This standard ensures that BVT have effective governance arrangements that deliver our aims, objectives and intended outcomes for residents in an effective, transparent, and accountable manner, and ensures that BVT manages our resources effectively to ensure their viability is maintained while ensuring that social housing assets are

not put at undue risk. The resident led committee hold BVT to account through this performance reporting.

8. Equality, Equity, Diversity & Inclusion Impact

As outlined in the BVT Equality & Diversity Policy, BVT is committed to encouraging and supporting all residents in actively participating in the community. By engaging with people from diverse groups, BVT believes it can drive continuous improvement in the services provided.

All groups within the Resident Involvement Framework are expected to adhere to the organisation's "Conduct Becoming" Code of Conduct, which includes principles of equality and diversity.

9. Customer Voice and Impact

The Lawley Management Committee is a resident led committee who actively engage with the wider community, ensuring the customer voice is central to all committee decisions.

Recognising and representing residents' perspectives is essential in shaping BVT's Estates and Stewardship services. To achieve this, projects and service delivery undergo robust consultation processes, including resident sounding groups, surveys, letters, meetings, and events. These ensure that residents' views are heard and have a meaningful influence on policies and service decisions.

The Estates and Stewardship team is improving transparency in 2025 by publishing the performance information on the BVT websites, keeping residents informed and demonstrating openness in service delivery.

Other resident groups feed into the LMC wherever possible to complete projects, take part in consultations and give feedback and recommendations.

10. Report

The attached report presents the Lawley Estates & Stewardship performance data for Q2 2025. The Estates and Stewardship key and operational performance indicators help us monitor performance across all service areas, supporting continuous improvement and the development of smarter, more efficient working practices.

For 2025, a new report format has been introduced. This version provides a more detailed breakdown of the data collected, while retaining some of the visual graphs from the previous format. Further changes and enhancements will be introduced as progress is made throughout the year.

Quarterly Performance Report

Estates & Stewardship – Lawley

(Q2 1st April – 30th June)



Contents

Estates & Stewardship Performance Summary

Financial

Breaches

Alterations

Estate Management

Compliments and Complaints

Community Development & Partnerships

Estates & Stewardship Performance Summary

Maintaining Good Performance

Overall, the Lawley Estates and Stewardship team has had a strong start to 2025, with positive performance reported across key areas so far this year.

These include;

- Finance
- Breaches
- Alterations
- Estate management
- Complaints handling
- Community development and partnerships
- Grounds maintenance

These are all performing well and in line with expectations. This reflects the commitment of the team in providing a high-quality service and maintaining the Lawley community to a great standard.

Areas of concern

There are two areas that are showing a need for improvement.

These include;

- Breaches
- Compliments

Further work needs to take place in closing recorded breaches, however this has improved significant in Q2.

There has been a noticeable lack of compliments recorded, which may reflect underreporting rather than a lack of positive feedback.

The team will continue to monitor these areas closely in Q3 and take steps to both address breaches more proactively and encourage the recording of resident compliments where positive experiences occur.

Financial

No.	Measure	Quarter 2 2025					Trend	Target	YE 2024
		Apr 25	May 25	Jun 25	Q1 2025	Q2 2024			
KPI01	Community Charge collected against amount invoiced %	92.69%	94.95%	95.97%	90.85%	95.73%	😊	98%	99.03%
KPI02	Stewardship Charge Arrears (£)	£263,198	£222,558	£189,615	£300,701	£291,221	😊	Report	£31,795
KPI03	Stewardship Charge True Arrears (£)	£52,905	£36,542	£29,142	£66,172	£23,419	😊	Report	£6,536
KPI04	Number of households with accounts in arrears	241	181	165	288	138	😊	Report	79
KPI05	Number of Direct Debits in place	1277	1282	1287	1270	1245	😊	Report	1225
KPI06	Number of cases with arrears action	177	91	75	199	78	😊	Report	23
KPI07	Number of households in debt 1 year or over	162	99	77	208	59	😊	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 households with 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.

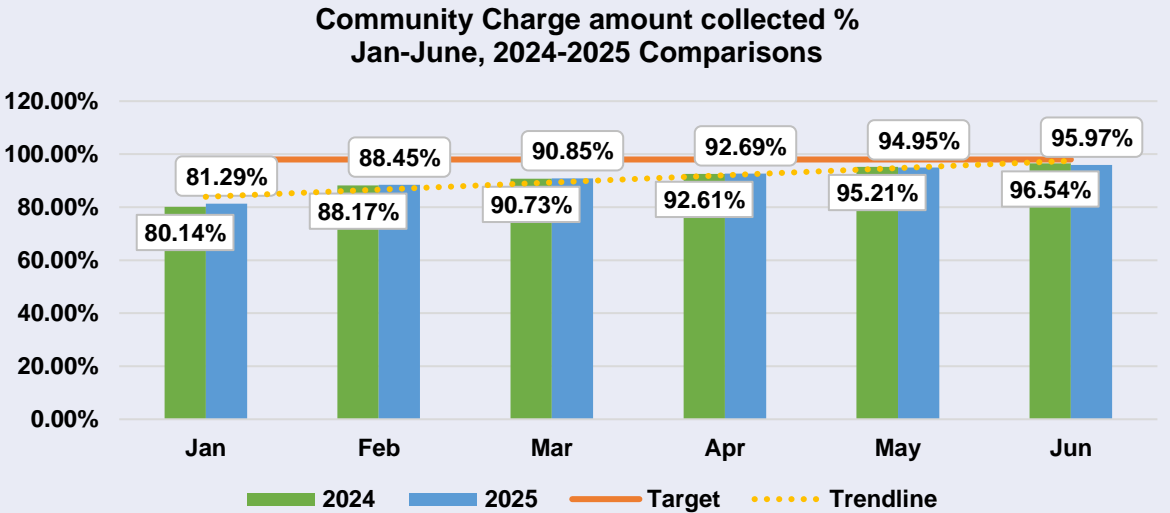
Performance commentary:

The target is to collect 98% of the Community Charge by the end of 2025.

Of the total Community Charge for Lawley of £723,503, £300,701 remains outstanding.

This figure includes allocated direct debits. Within this total, £66,172 represents true arrears - accounts with no active payment plans in place, including debts carried over from previous years. Currently, 95.97% of the total charge has been collected. This means that collection is on target to reach 2% (98% collected)

The accompanying graph compare the collection performance between Q1 & Q2 in 2024 and 2025. This shows that the percentage of the Community Charge collected in early 2025 closely mirrors the same period in 2024, the trendline further highlights this.



As at the end of June 2025, there were 1287 direct debits in place in Lawley, showing an increase of 62 from the end of 2024.

Currently, 165 accounts are in arrears, with 77 of these carrying debt from previous years. This has reduced from 91 in May, and 199 at the end of Q1.

Of the accounts in arrears, 75 were undergoing arrears action. At the end of August this has improved at was at 37 households.

8 at 1st Action stage, 11 at 2nd Action stage, 17 at 3rd action stage and 1 at 4th action (CCJ application stage).

Stages 1 to 3 are letters requesting payment and explaining that should payment not be received then court action will be taken. At Stage 4 we apply to the Court via an online Money Claim system which initiates a civil claim against the debtor which includes the costs incurred by BVT for lodging the claim.

Financial

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

The target for the Community Charge collection is set at 98%, and is expected to be achieved by the end of Q3.

A portion of the outstanding balance relates to legacy arrears from previous years, where no payment arrangements are in place. Efforts are ongoing to recover these amounts through the arrears action process. Overall, while performance may vary slightly during the year, the collection trend remains on track to meet the annual target.

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

The Estates & Stewardship Team works in close partnership with the Income Recovery Team to address issues related to nonpayment of the Community Charge.

This partnership approach ensures a consistent and proactive response to arrears, with a shared focus on maintaining high levels of collection while supporting residents where possible.

The Income Recovery Team has actively progressed arrears action cases in line with BVT procedures. This includes issuing reminders and formal notices, engaging directly with residents to set up manageable payment plans, and, when necessary, escalating cases through the appropriate enforcement channels.

Further detail will be included in the Q3 report, including insights into why residents have not paid and any emerging themes or patterns.

Breaches

No.	Measure	Quarter 2 2025					Trend	Target	YE 2024
		Apr 25	May 25	Jun 25	Q1 2025	Q2 2024			
KPI08	Number of breaches of Design Guides reported (in month)	1	44	27	50	25	😊	Report	198
KPI09	Number of Breaches closed (month)	8	24	29	32	61	😊	Report	121
KPI10	% of Breaches completed on time	13%	96%	97%	33%	72%	😐	Report	65%
KPI11	Average number of days taken from date breach logged to full resolution	33.6	13.3	11.8	18,3	25	😐	Report	34.3

Performance measures, trends and targets

KPI08- KPI11 reflect the activities of the Estates & Stewardship Team in addressing breaches of the Design Guide.

While all areas of the village undergo detailed formal inspections on a four-week rota, the Estates Officer also conducts daily walkabouts to identify and report additional issues.

The Estate Caretakers help monitor breaches as part of their routine responsibilities, visiting all areas of the village.

In addition, breaches may be reported by residents, customers, visitors, police, and partner housing providers. Issues are also identified during regular Estate Dates and Walk and Talks.

Performance Commentary

In Q1-Q2 122 breaches were reported, with garden-related issues being the most common (64), followed by bin storage (42). In Q2 61 breaches were closed, including several historic cases dating back to Q1.

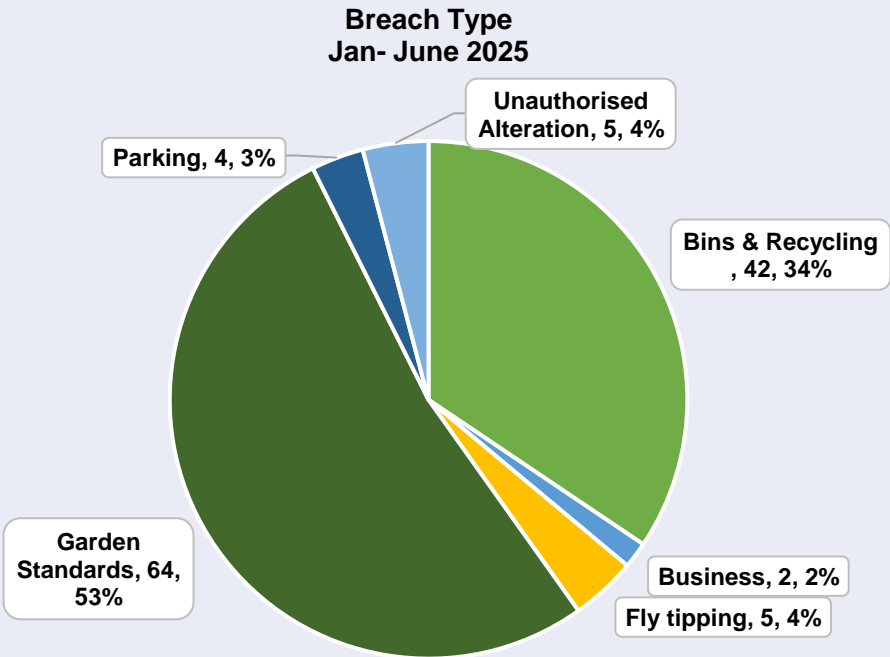
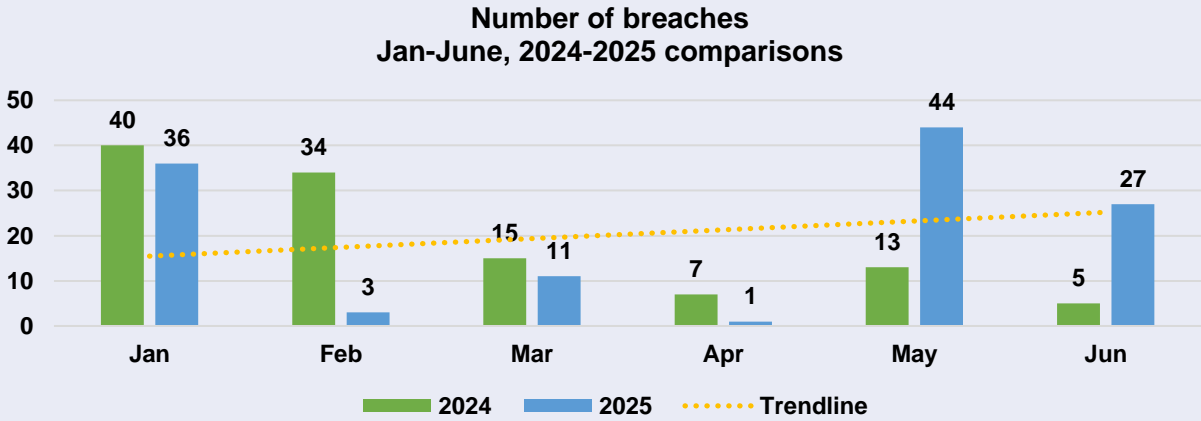
Of the 61 breaches addressed some were not resolved within the required timeframe, this was due to estate officer training in April. .

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

Performance at the beginning of Q2 2025 was impacted by a temporary reduction in enforcement activity due to staffing constraints.

A temporary Estate Officer started on 1st April, and was learning the role, within a short time, identified breaches, demonstrating the improved focus on enforcement throughout Q2.

If performance is currently not on target, what action are you taking to improve performance:
Both Estate Officers are proactive and have made huge improvements in breach data in Q2 with performance improving significantly for Q2, as consistent monitoring and enforcement activity resumes at full capacity.



Alterations

No.	Measure	Quarter 2 2025					Trend	Target	YE 2024
		Apr 25	May 25	Jun 25	Q1 2025	Q2 2024			
KPI17	Number of alterations received (month)	9	13	14	26	20	😊	Report	91
KPI18	Number of alterations in progress (month)	4	9	6	6	8	😊	Report	42
KPI19	Number of alterations rejected (month)	0	0	1	0	1	😊	Report	11
KPI20	Number of alterations withdrawn (month)	0	0	0	0	2	😊	Report	7
KPI21	Number of alterations appeals (month)	0	0	0	0	2	😊	Report	2
KPI22	Number of alterations completed on time (month)	9	10	12	10	12	😊	Report	59
KPI23	Percentage of alterations completed on time (month)	100%	100%	86%	100%	100%	😊	Report	100%

Performance measures, trends and targets

KPI17-KPI23 measure the Estates & Stewardship Team’s effectiveness in processing alteration applications in accordance with the Design Guide. Applications are expected to be completed within clearly defined timeframes: 4 weeks for minor alterations and 6 weeks for major alterations.

While there are no formal targets attached to these KPIs, performance is monitored, and the trend should consistently demonstrate that 100% of applications are processed within the required timeframes.

Performance Commentary

During 2025 so far, a total of 62 alteration applications were received, 36 in Q2. This figure is higher than the number recorded by the end of Q2 2025, which saw 20 applications

Of the 62 applications received in 2025, 6 were in progress, 1 had been rejected. None have been withdrawn or appealed. The rest had been processed and approved with a delay in June.

In June, 12 property alterations (86%) in Lawley were completed within the expected timescale Two alterations were not completed on time. The first involved a replacement door installed for security following a police drugs raid at the property; additional time was required for management discussions on design and next steps, and the application was ultimately refused. The second delay concerned a garage conversion, where the decision date fell during the Estates Officer’s leave. The applicant was informed in advance, and the decision letter was issued the following week within the revised timescale.

All applications are usually processed within the relevant timeframes, resulting in a 100% compliance rate. This performance reflects the team’s commitment to timely and effective handling of alteration requests, ensuring residents receive decisions promptly while maintaining the integrity of the Design Guide. The most common alteration this year has been for green energy saving devices, such as electric car chargers.

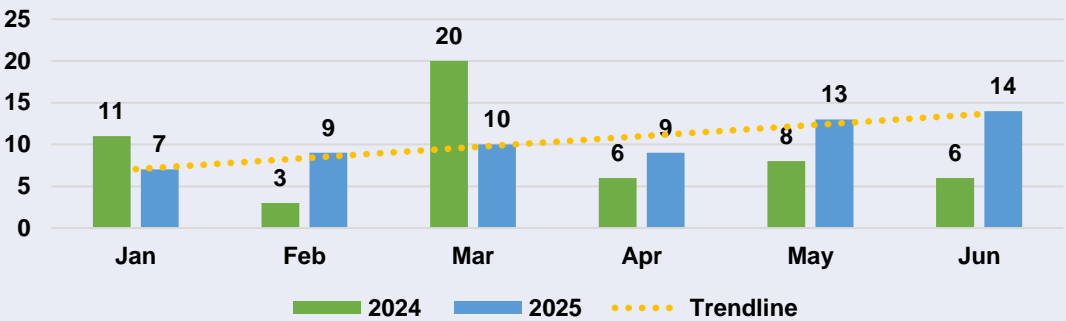
If performance is not currently on target, what are the reasons for this:

Performance for alterations is very good.

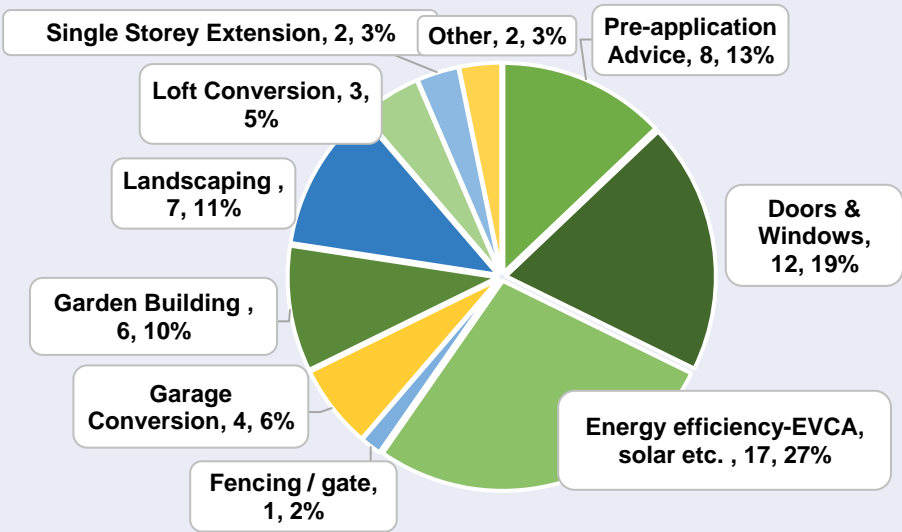
If performance is currently not on target, what action are you taking to improve performance:

No further action is required; performance will be monitored.

Number of alterations received (month)
Jan-June, 2024-2025 Comparisons



Type of Alteration Application



Estate Management

No.	Measure	Quarter 2 2025					Trend	Target	YE 2024
		Apr 25	May 25	Jun 25	Q1 2025	Q2 2024			
Estate Management									
KPI12	Number of Estate Inspections Completed (month)	8	10	7	10	11	😊	Report	8
KPI13	% of Estate Inspections Completed against target	100%	100%	100%	100%	100%	😊	Report	73%
KPI14	Number of courtyards completed against target (month)	82	81	85	101	Not collected	😊	Report	Not Collected
KPI15	% of courtyards completed against target	100%	100%	100%	100%	100%	😊	Report	Not collected
The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)									
KPI16	Number of RIDDOR reports in month	0	0	0	0	0	😊	Report	0
Change of Ownership									
KPI28	Number of Instructions (month)	8	3	13	40	54	😊	Report	118
KPI29	Number of Completions (month)	13	3	8	9	42	😊	Report	79
KPI30	Number of in progress (month)	56	56	70	56	44	😊	Report	58
KPI31	Number withdrawn (month)	0	0	0	0	1	😊	Report	1
Transfer of Equity									
KPI36	Number of Instructions (month)	5	2	3	4	New 2025	😊	Report	New 2025
KPI37	Number of Completions (month)	2	2	2	0	New 2025	😊	Report	New 2025
KPI38	Number of in progress (month)	3	3	18	26	New 2025	😊	Report	New 2025
KPI39	Number withdrawn (month)	0	0	0	0	New 2025	😊	Report	New 2025

Performance measures, trends and targets

KPI12-KPI39 help us measure the success of the Estate Management including the estate checks, estate caretakers, accidents, and the change of ownership work. Trend should 100% where is this measured.

Performance commentary:

Estate Checks

Estate Checks are conducted on a six-week cycle, ensuring that every area of Lawley is inspected. Each week, areas are assessed to maintain the upkeep, safety, and standards of Lawley. This approach helps ensure that no area is overlooked, and any necessary maintenance is promptly addressed.

In 2025 100% of the Estate Checks have been successfully completed.

Estate Caretakers

The Estate Caretakers follow a five-week calendar to ensure that each courtyard receives attention to keep the village, clean, green and safe.

In 2025, the Estate Caretakers successfully attended up to 101 courtyards achieving a 100% completion rate.

RIDDOR

There have been no RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) reports in 2025.

Change of Ownership

New instructions are less than in 2025 compared to 2024 with 1 compared to 10 in Q2. Completions are still taking some time to come through with 33 so far in Q2.

Transfer of Equity

Transfer of equity is when part or all of the freehold of a property is passed to another party. For example, when someone get married or divorced. This was a new KPI for 2025. In Q2 there was 10 instructions, 6 completions and 0 withdrawn during 2025. There are 26 in progress,

Enfranchisements

Enfranchisements have been added as KPI for the whole of Estates & Stewardship, however Lawley does not deal with these as the leases on the leasehold properties still have many years left.





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

Performance for estate management is very good.

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

No further action is required, performance will be monitored.

Dissatisfaction, complaints and compliments

No.	Measure	Quarter 2 2025					Trend	Target	YE 2024
		Apr 25	May 25	Jun 25	Q1 2025	Q2 2024			
KPI24	Number of expressions of dissatisfaction received (month)	0	0	1	2	0		Report	8
KPI25	Number of formal complaints received (month)	0	1	1	1	2		Report	5
KPI26	% of formal complaints responded to within target time (month)	n/a	100%	100%	100%	100%		Report	100%
KPI27	Number of compliments received (month)	0	0	0	0	0		Report	0

Performance measures, trends and targets

KPI24-KPI27 monitor how the Estates & Stewardship Team handles community feedback, including expressions of dissatisfaction, formal complaints, and compliments. These indicators help assess both the volume of feedback received and the effectiveness of the team’s response and communication.

Performance Commentary:

Expressions of Dissatisfaction

One expression of dissatisfaction was received in June, concerning a perceived lack of upkeep in the area. Although the E&S Team was not directly responsible, they proactively arranged maintenance with the developer to address the concern.

Formal Complaints

Two formal complaints were recorded. In May it was related to road conditions and parking issues, and in June it was concern about a perceived rat problem and the grounds maintenance team blowing grass cuttings into the road.

In both cases, the E&S Team engaged with residents to clarify responsibilities and ensure issues were reported to the appropriate parties. Notably, the grounds maintenance team involved was a subcontractor of the developer, not BVT. No evidence of rat activity was found, but a precautionary letter was sent to neighbouring households encouraging proper waste disposal and recycling practices.

Compliments

No positive feedback was received during this period.

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

While the team performs well in addressing issues and complaints, there is currently a shortfall in consistently recording compliments received. This impacts the overall performance related to positive feedback.

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

Performance will be closely monitored, and steps are being taken to encourage and ensure the active recording of compliments. Team members are being reminded of the importance of capturing positive feedback.

Community Development & Partnerships

No.	Measure	Quarter 2 2025				Trend	Target	YE 2024
		Apr 25	May 25	Jun 25	Q1 2025 Average			
KPI46	Number of community volunteers in our community places (in month)	14	38	18	15		Report	Changed for 2025
KPI47	Number of voluntary hours in community places (in month)	36	69	45	51		Report	
KPI48	Number of BVT involved residents (in month)	8	8	10	10		Report	New 2025
KPI49	Number of organisations using community places (in month)	11	9	25	10		Report	
KPI50	Total occupancy rates for BVT community places % (in month)	8.8%	5%	9.9%	6%		Report	New 2025
KPI52	Number of young people engaged in youth activities (in month)	383	461	113	114		Report	
KPI53	Number of older adults taking part in social activities across neighbourhoods (in month)	68	253	66	95		Report	New 2025
KPI54	Number of residents/ service users involved in formal/ informal consultation groups (in month)	223	9	18	219		Report	
KPI55	Number of community groups or organisations supported (in month)	38	40	48	37		Report	
KPI56	Number of partnerships maintained (in month)	99	100	111	275		Report	Changed for 2025
KPI57	Number of BVT hosted community involvement community events & activities taken place (in month)	25	20	18	13		Report	New 2025
KPI58	Number of external community partnership events & activities that BVT have attended or supported (in month)	5	2	2	1.5		Report	New 2025
KPI159	£ social value generated through community development activities (in month)	None to report in Q2					Report	New 2025

Performance commentary:

Overview of changes to indicators:

For 2025, the performance indicators related to community development and partnerships have been revised, with updated definitions and parameters to better reflect current priorities and activities. Several new indicators have also been introduced.

Community volunteers and committee members:

These were previously reported under a single indicator but are now recorded separately to provide greater clarity and accuracy.

Hub footfall: The previous footfall measure has been replaced with a more meaningful occupancy rate, offering a clearer picture of the facilities use. Performance is improving, but there is a dip during school holidays due to the preference of term time bookings.

Older people taking part in social activities

This is collected by activities in the older people's homes and tracks the number of older individuals participating in social activities, supporting better engagement and planning.

Revised partnership indicator:

Instead of total partnerships, the focus has shifted to the number of partnerships maintained monthly, providing a better view of ongoing collaboration.

New event-based indicators:

Two new indicators have been added. Number of events and activities hosted by BVT and number of external events and activities attended by BVT

New social value indicator:

None to report in Q2.

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

Overall performance is good with the community development and partnerships,

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

Efforts to improve occupancy at the Community Hub are ongoing. Marketing will focus on boosting bookings.

Lawley Management Committee	
Date	16 th September 2025
Item 8	Community Development & Partnership Report
Author	Lin Powell Community Development & Partnerships Officer (CD&PO)
Contact Details	lindseypowell@bvt.org.uk 07702 894 540



1. Purpose of Report

The purpose of this report is to inform Committee about the Community Development and Partnerships activities undertaken in Lawley during Quarter 2 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:

- Place-shaping
- Community building
- Championing people
- Providing great homes
- Inspiring learning and sharing
- Building Organisational Strength

It also reflects BVT's core values of **Partnership, Fairness, Quality, Integrity** and **Innovation**.

This report aligns with the BVT 2023-2032 Corporate Plan measures of success by demonstrating how the team delivers services and creates opportunities that support these aims. The recent examples provided below of the initiatives and activities in place, highlight how we deliver the six core aims and demonstrate the strategies we use to promote the BVT values in our shared Lawley vision. These examples also demonstrate how we are fulfilling the commitments outlined in Section 6.3 of the Long-Term Stewardship Agreement.

4. Financial Impact

While detailed financial reporting is provided elsewhere in the Committee papers, this report indicates where spending from the Community Charge budget has occurred. Grant giving activities are also detailed in this report and within the budget reports.

5. Value for Money Impact

The activities presented in this report will demonstrate to Committee that the team is 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 the personal impacts made on our residents. The team always operates within BVT's financial standing orders rules and always seeks VFM in all activities.

Grant giving through the Eileen Hower fund is authorised by an LMC sub-group, which ensures grants are awarded in line with policy and offer value for money for Lawley Residents. This is summarised in Action 11.5. The report outlines the approach of pooling funding and resources with partners so we can offer more VFM for community activities.

6. Risk and Assurance Impact

Committee oversight of the BVT Lawley's activities reduces the risk of brand damage occurring, as outlined in 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, delivering a tenure neutral Estates & Stewardship service in Lawley Village.

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

8. Equality, Equity, Diversity & Inclusion Impact

As stated in the BVT Equality, Diversity & Inclusion Policy, BVT encourages and supports all residents to take an active part in the community, believing that positively engaging with people from diverse groups contributes 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 broader resident community to bring the customer voice into all decisions made by the committee and ultimately delivered by BVT in Lawley.

This report relates directly to the spend of the Community Charge that residents contribute to, and the team is constantly aware that any money spent is simply held in trust by BVT and must be for the benefit of the community in Lawley.

Where relevant, this report also summarises engagement with less formal groups of residents, such as BVT Sounding Group, Lawley Armed Forces Network and discussions held with individual residents at events. See Appendix C for quotes illustrating the impacts of intervention events.

10. Partnership Engagement

During Q2 of 2025, the team engaged with the following groups and partners (This 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)
- Sanctuary Housing Association (Lawley Bank Court)
- Wrekin Housing Group
- Sandstone Care (Telford Hall)
- Lawley Village Developer Group
- Homes England
- Morrisons
- Local businesses in Lawley Square
- Lawley Running Club
- 3x Lawley Schools
- Lawley Scout & Guide Groups
- Shropshire Wildlife Trust
- Citizen's Advice
- Ironbridge Lions
- Lawley & District Women's Institute
- Armed Forces Covenant
- RAF Cosford
- Lawley Pharmacy
- Telford Steam Railway
- SEND IASS
- Telford Methodists
- Lawley Village Line Dancing Club

An example of partnership working is the close working relationships with Lawley & Overdale Parish Council (LOPC), BVT Lightmoor, and Telford and Wrekin Council (TWC), which has resulted in increased opportunities for residents at a lower overall cost to our activities programme.

We have pooled our funding with LOPC and TWC for our main anchor events: Summerfest, Lawley 5k Fun Run, and the Lawley Christmas Fayre. This provides value for money and allows us to expand our offer in other areas and provides a diverse range of opportunities to further develop and support the community.

11. 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 seen significant new interest this quarter that has stemmed from the Community Coffee Morning networking events and the virtual noticeboard, which continues to be successful.

The report can be found in Appendix A and consists of the following sections:

- 11.1 Outreach
- 11.2 Partnerships
- 11.3 Events
- 11.4 Networking
- 11.5 Eileen Hower Community Fund
- 11.6 BVT Corporate

The Community Report is structured using our Community Development and Partnerships Strategy Threads, which can be seen in Appendix B.

Appendix A – Q2 Communities Report

11.1 Outreach

- **Community Coffee Morning** – This quarter's event was a roaring success, with 28 in attendance. The range of partners, services, and groups was impressive and fosters a real sense of community spirit amongst our residents and stakeholders. We have moved towards a hive model in the hub, and we received effective feedback about the networking opportunities. Three local residents attended to access the services on offer. We also had increased attendance from healthcare providers including social prescribers from TELDOC, Home Instead, Extra Help care providers, and PRH hospitals.

Notably, we were able to partner the Telford Steam Railway, who have an empty café on weekdays, with two organisations looking for café space: Shropshire European Organisation for community support and Home Instead for a memory café for dementia. From an elderly resident's request for church services, we have also connected Telford Hall to a church needing a meeting room to bring the service to the disabled resident. Organisations included:



- **Hub Volunteers** – William's progression within BVT is an excellent example of Championing People and supporting our residents with opportunities and employment. William originally came to us for graduate work experience, he then successfully applied and interviewed for a Volunteer Research and Bid Writer role and has now been employed on a temporary contract with BVT Lightmoor as a Stewardship Administrator.

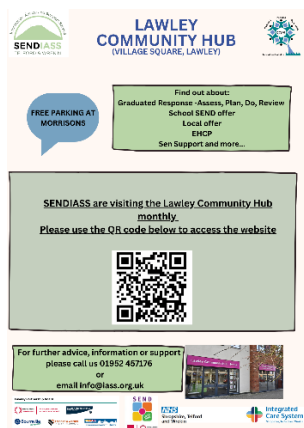
In addition, our Community Hub Support Volunteer Pauline has been contributing to the hub by auditing the equipment, assets and furniture in the hub, beginning to assist in creating an updated community contacts database and volunteering at events such as the coffee morning. Pauline is retired and volunteers in her local area to make connections and give back to her community. Offering these opportunities at the hub helps promote a strong volunteer ethic amongst our community participants.



- **Armed Forces Drop-in** – This service in the hub for our Armed Forces residents and families, holding drop-in sessions as part of the Armed Forces Covenant at Lawley Community Hub. The May session saw the outreach representative meet with a veteran and family seeking support. The residents recently exited the services and were struggling to integrate back into civilian society. The outreach rep referred the resident to useful services providing ongoing support. This is a fantastic example of enabling access to services locally for residents, promoting social cohesion in the community and adding social value for individuals.
- **Citizens Advice** – As a vital lifeline for residents in crisis, this service has a significant impact on those accessing the support and can save up to £2,000 per client per appointment. The funding for Citizens Advice is being cut across the borough, which will limit their services, so we signposted them to our Eileen Hewer Community Fund to secure continuing services for Lawley. Matt, our regular outreach worker, is becoming a familiar face in the community.



- **SEND IASS** – Have had notable success with their Bitesize training sessions at the hub and have held specialist sessions in collaboration with the Autism Hub as part of Telford and Wrekin CVS (Council for Voluntary Service), which supports people and communities in Telford. This service provides information and advice for children with special educational needs and disabilities. They are gaining increasing engagement from our local schools, using LPB funding previously secured.



- Shropshire European Organisation** – A new drop-in session was held over Easter with Shropshire European Organisation, offering Easter crafts to connect with Eastern European families in our communities. Kate from the organisation attended. Unfortunately, we had no attendees on the day, but it proved a useful networking opportunity with CD&PO. Additionally, we did have a resident contact us afterwards, and we were able to connect them with the organisation.



- Regular Bookings & Outreach Services** – Several organisations, businesses, and community groups are continuing their bookings at Lawley Community Hub. This provides local access to valuable support avenues for our residents - particularly useful for those with limited mobility and is an additional source of income for the hub. These organisations include; Telford Minster Listening Hub, Expecting Antenatal, Lawley and District Women's Institute, and BVT Tenants' Surgeries.

We have received new enquiries for drop-in services and outreach from Shrewsbury Bereavement Group, who are working with us to open a Telford branch, and from Family hubs, who support and advise parents. Empowering partners and stakeholders within the community to identify and provide opportunities for our residents promotes our Community Building aims and also supports the wellbeing of individuals.



11.2 Partnerships

- **Lawley Community Consortium (LCC)** – no update on this at present.
- **Engagement** - Partners continue to engage with the virtual noticeboard, with over 220 contacts currently in communication via this platform. We are planning to link the virtual noticeboard with the Community Contacts Database to make a searchable resource in the future. This is a large-scale task, as we currently working with 48 community groups and 111 partnerships. We are transitioning the virtual noticeboard to Microsoft Sway to increase accessibility and reduce creation time.



[Lawley Community Virtual Noticeboard](#)

Welcome to the Lawley Community Virtual Noticeboard!

[Go to this Sway](#)

- **Event Partnership Planning Forum** – As part of a strategic approach to collaborative community events, we have been supporting partners to take the lead on delivering events and instead aiding with a planning forum. For the Queen's Platinum Jubilee in 2022, BVT and LOPC organised a community event with the help of Telford Hall and Lawley Bank Court. To support sustainable community building aims, we have shifted to empowering care homes to take the lead role in organising a similar event for the 80th Anniversary of VE Day.

By creating a planning forum with them and LOPC, we have supported the managers in successfully delivering a large-scale open community celebration themselves; including completing licences, risks assessments, catering and

engaging suppliers/vendors. This marks a shift in our role as an organisation: to enable and equip other bodies to cultivate the community vision they want to see and share, rather than simply being providers.



Special thanks and congratulations to Laura from Lawley bank Court and Maria from Telford Hall, for their efforts and achievements in delivering such a fantastic community celebration. They received a certificate and gift as part of our 'Cheers for Volunteers' initiative in 2025 for people who make outstanding contributions to the community.



- **Businesses & Sponsorship**

- VE Day - 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.
- Barratt Homes – Have engaged with us pledging funding for an activity to support veterans and members of the armed forces community in our area. We are in talks to secure funding upwards of £600 for an excursion to the National Memorial Arboretum in October. This was requested by members of our Armed Forces Network.
- Telford Steam Railway – As part of our continuing partnership with this charity, we have provided support for them to host the opening of Lawley Station, and they have now offered to supply 50% off discount vouchers to all 5k Fun Run participants.
- Summerfest - Contact and engagement from businesses for Summerfest stalls and vendors to work with us in partnership. We have secured three new food vendors for this year's event to create a street food style marketplace.
- Lawley 5k Fun Run – Previous sponsors have generously agreed to support the event this year; Lawley Pharmacy, Telford Hall, Lawley Bank Court and Foden Solicitors.

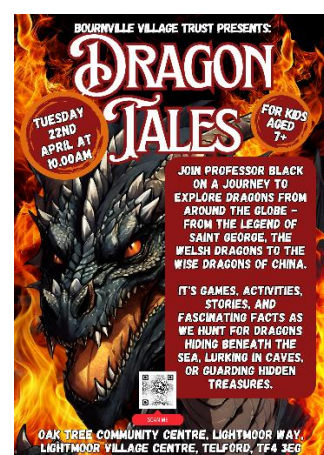
- **Collaborations within the housing sector** – Estates Officers have been partnering with our Neighbourhood Coordinator for Telford to support tenants and our counterparts at Wrekin Housing Group. They regularly meet and often provide Estate Date events together for our residents to get in contact with us about the services we offer and to inspect areas.



11.3 Events

- **Easter Children's Holiday Activities** – During the Easter Holidays 13 activities were delivered across our areas in partnership with LOPC and BVT Lightmoor. These included new activities such as the Prom Pop-up free reuse event, Boardgame Breakfasts for teens and Dragon Tales activities to tie in with St George's Day. All activities were free, supporting disadvantaged children and families in our community.

Extensive planning for the summer events is underway, with 61 partnership-led events scheduled in Lawley, Lightmoor and Overdale, organised by a cooperative of partners and funders. This includes the Urban Games programme from Telford & Wrekin Council and Telford Kicks initiative from AFC Telford.



- **Easter Activities Trail** – To promote the use of green open spaces, we hold an annual outdoor activity trail for children and families in partnership with LOPC. This year's event was very successful, with attendance of over

300 people and support from many volunteers. This supports our corporate place-shaping aims by promoting community spaces and encouraging connection with nature.



- **Lawley Station Reopening** – Telford Steam railway hosted the rededication of Lawley Station, with support from BVT, LOPC and Councillor's Pride funding. This was the busiest day of travel the railway has ever seen with over 400 visitors. Celebrity Pete Waterman attended to officially open Lawley Halt. The event celebrated local heritage and strengthened community connections by allowing residents to once again access the railway from Lawley Station.



- **VE Day Commemorations** – To mark the 80th anniversary of VE day, a fantastic range of local events and tributes took place. This is always a strong theme in Lawley, as remembrance holds a high profile within our Armed Forces community. Activities included a VE Day Street Party with care homes and wider community, Dementia-friendly heritage baking workshops, knitted tributes, and art installations.

The main street party event was supported by a TWC grant, helping to involve the wider community. This improved the sense of belonging in the neighbourhood, and such community celebrations promote wellbeing by encouraging connections and reducing isolation.



• **Future Events:**

- **Summerfest** – Planning for this event takes place over most of the year. At the time of this committee report, Summerfest has been delivered. It was our most successful event to date, with approximately 2,000 attendees throughout the day with excellent feedback received. This will be reported on in detail in the Q3 report for committee.
- **Anchor events** – Planning for the 5k Fun Run, Christmas Fayre, and Children's Holiday Activities programme is continuing as usual.
- **National Memorial Arboretum Trip** – Previously mentioned in our sponsorship section. This will be our first coach trip for some years. We have been engaging with local providers, and the trip is scheduled for 11th October, with final details to be confirmed.

11.4 Networking

- **Lawley Arts and Crafters Network** – The photography competition and online engagement posts have been relatively quiet, which may result in the cancellation of the Community Art Exhibition, which was pencilled in to return in November. We have been involved in the BVT125 Wild in Art project, collaborating with our local care homes to create designs for a bull sculpture to be displayed in Birmingham, with special thanks to India from BVT Selly Manor. The bull will be returning for display later in the year.



- **BVT Sounding Group** - The second meeting of this group was held in April at Lawley Community Hub. We are using themes to increase engagement. Two members of the Lawley Management Committee attended; however, we had no new residents at this time. Recruitment is ongoing. The theme for this meeting was community charge communications, which was picked up in the new Communications Forum that launched in June with one new recruit and one committee member.
- **Lawley Armed Forces Network** – An update has previously been provided in the outreach, sponsorship, and events sections of this report.
- **Lawley Village Green Group** – Since our lead volunteer moved away from the area, we have struggled to find volunteers to lead on initiatives and projects. CD&PO has been effectively signposting to other local organisations (Climate Action Hub, Transition Telford, Dawley Community Allotments, Terracycle, Repair Café) with common themes, and is therefore considering changing this from a group to a network. Lawley Community Hub is now a recycling point for spectacles, ink cartridges, and coffee pods.

We have recently supported Transition Telford with their May event by developing posters and advertising their 'Grow Local' plant sale, which promotes our Incredible Edible theme. This was held at Lawley Community Centre in May, and it was the first time it had been held in our area.



- **Community Volunteer Group (CVG)** – This group has been disbanded as it was being coordinated by Lawley Community Association, which has since dissolved. Volunteers will now be coordinated through BVT and LOPC for events. Lawley Community Hub volunteers will be separate from this and will continue to be managed through the CD&PO.

Community assets purchased for this group will be returned to BVT and redistributed appropriately in the community after consultation. A complete audit is currently being carried out by the E&S Manager in preparation for handover from LCA. This is in line with the terms of the Eileen Hewer agreement and BVT governance.

- **Youth Forum** – A new Youth Club has been launched by 4all.foundation with LOPC in Lawley, with successful engagement from our young people. BVT has been supporting the initiative with advertising and visibility in the community.

11.5 Eileen Hewer Community Fund Grants 2025

In May, the resident panel voted to approve an application from Citizens Advice for funding for staffing and resources to continue delivering services at the hub. £2,000 was awarded, which secures the continuation of their services in our area despite council-wide cutbacks.

Total spent in 2025 is £3,960. Balance left £21,040 (this includes the full costs of the 2025 scouts grant; however, this is being paid monthly to safeguard the fund, as per the panel's request).

Note: A refund was issued from Lawley Youth Group following their closure. £600 is being returned to BVT. It is suggested that this sum be held in trust for future youth work projects or activities that may replace the youth group.

The June LMC working group saw the start of the 2025 Eileen Hewer Process Review of the community fund with officers and committee members. Proposals for officer delegated powers, improved monitoring plans, and community asset provisions are being developed and will be tabled at committee meetings later in the year. This is an opportunity for residents to voice how their charge contributions are being spent in the area and to shape the procedures used to deliver these goals.



11.6 BVT Corporate

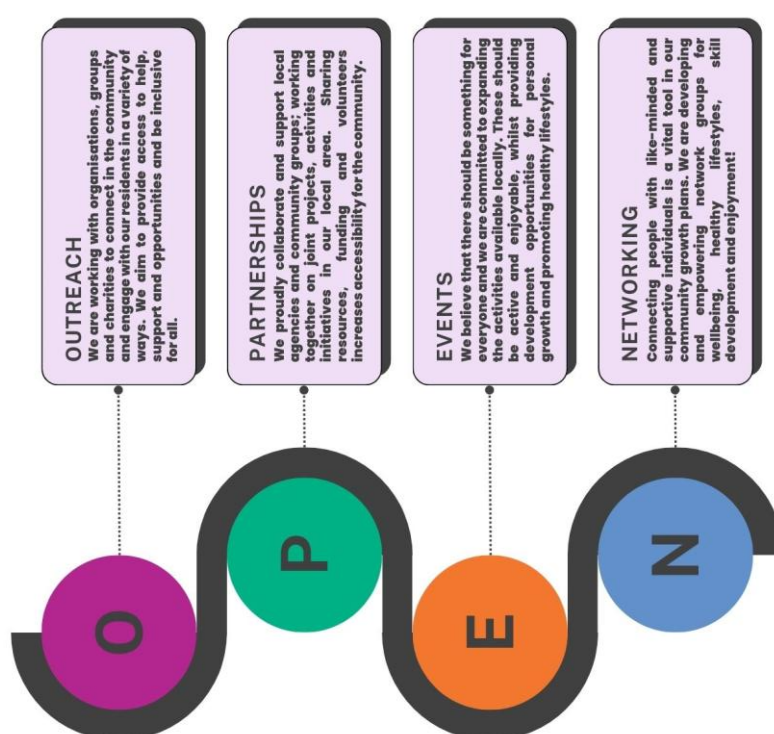
We are continuing to report social value by completing surveys and creating case studies using the HACT indicators. These reports contribute to a business-wide profile of added value as financial approximations from community initiatives that benefit residents. Appendix C contains an example of completed report with the outcome target calculations included. This follows partnership visits and an event in June where we hosted a filming session for the BBC Make A Difference Awards featuring Ernie the therapy dog, who provides animal-assisted intervention in our local care homes.

Planning with the project team continues for the BVT 125 anniversary events in 2025. The focus of the celebrations for staff is on volunteering, and we are asking staff across the wider business to help at our community events during 2025.

Appendix B – Community Development and Partnerships Strategy Threads



Our OPEN Approach to Community Development



Appendix C – Social Value Reporting Case Study

Social Value Reporting: Animal Assisted Intervention with Older Adults

Name of Project/ Activity/ Service:	Animal Assisted Intervention with Older Adults
Dates of Project/ Activity/ Service:	<i>1/1/25 to 30/6/25</i>
Service area/ Team:	Estates & Stewardship
Aims and Values:	<p><i>What has it helped us achieve/ deliver against BVT aims and Values?</i></p> <p>The aims and values this project have helped deliver, have been numerous and varied. The goal of the project is to reduce isolation and loneliness in older adults through connection with animals. Animal Assisted Intervention (AAI) is an innovative approach to supporting the wellbeing of individuals and in dementia care through core sense memories.</p> <p>The impact the activities have on the older residents has been significant, from reduction in anxiety, improved confidence and much more. Using local business providers to connect with the community and deliver this service strengthens community relations. Thus, demonstrating championing people and community building to be at the forefront of what we deliver.</p>
Brief Description of what took place:	<p>Ernie the therapy dog and his handler Siobhan from Puppy and Friends Academy, have been visiting residents at our local care homes, Telford Hall and Lawley Bank Court. They offer therapy and AAI sessions during which residents who miss their pets, have health/social conditions or are feeling isolated, can interact with animals to have a positive impact on their emotional wellbeing.</p> <p>Connecting our older residents with specialist providers of AAI and activities with therapy dogs reduces anxiety and provides social interaction for the residents. It has other added health benefits, as well as those for wellbeing, such as steadying the heart rate and regulating breathing when stroking a dog.</p> <p>Ernie visits the care homes and also goes out to schools and other settings. Siobhan also takes her puppy classes for their graduation ceremonies to Lawley Bank Court and Telford Hall and this is very popular with the residents. It is a free and voluntary activity for puppy socialisation.</p>
Cost:	<p><i>£0 total cost for the project</i></p> <p><i>£124,506 gained social value from the project</i> <i>(£31,126.50 per person for a 1.5 hour session)</i></p>
Numbers of residents taking part/ accessing:	Four residents attended the BBC Make A Difference Awards filming session at Lawley Community Hub and were surveyed. Many more residents interacted with Ernie during the therapy sessions at his visits to the homes this year.

Social Value reported:

Outcome	Target	Direct Wellbeing	Wellbeing Health Top-up	Total Wellbeing	Exchequer Incl. Health	Total Social Value (not adj.)	Deadweight	Adjusted Total Wellbeing	Adjusted Total Social Value
High confidence (adult)	4	£0	£47,716	£47,716	£1,032	£48,748	22.1 %	£37,171	£37,975
Relief from depression/anxiety (adult)	4	£0	£79,964	£79,964	£27,528	£107,492	19.5 %	£64,371	£86,531
Total Social Value forecast		£0	£127,680	£127,680	£28,560	£156,240		£101,542	£124,506

Photos of visit from residents to Lawley Community hub for filming for the BBC Make A Difference Awards where Ernie has been shortlisted:



Feedback gathered and learning:

Feedback from residents:

Lawley Bank Court resident 1 stated:

"Animals are so wonderful. They don't judge you, no they don't judge, they accept you as you are. You can talk to them, and they comfort you. I've always had dogs at home years ago and since I've been older, I can't look after them and I've missed it. Dogs make sure a difference to you, when you stroke them, it calms you and you feel less lonely. It is wonderful to see Ernie and his little face makes me happy."

Lawley Bank Court resident 2 stated:

"It's lovely to get out and to be able to see him (Ernie) and people. I love it when the puppies come to visit as well."

Telford Hall resident 1 stated:

"I always used to have boxers, they were so protective of their mom if anyone came near me. They were always there at home with me and my husband, and I miss it. You can't care for them when you get older, but I do miss them. Seeing Ernie is wonderful because he brings it all back for me of when I used to have my boys. They are all such little characters. They were a comfort to me and always around."

Telford Hall resident 1 stated:

"Seeing Ernie absolutely makes my day. I used to have dogs all my life and you give up so much when you can't look after them anymore. It is just such a treat to spend time with him, and he is always a good boy"

What's Next?

The programme of activities has become very successful, and we have had great feedback. This is the third year we have worked with Siobhan and the care homes, and we are continuing this for 2025. The health and wellbeing improvements reported are outstanding, we hope that Ernie wins his award at the BBC Make A Difference Awards for all the good they do for our older residents.

	Overall, do you like living in this neighbourhood?2	I feel like I belong to this neighbourhood.2	My local greenspaces are of a high enough standard to want to spend time there.2
Strongly agree	44.7%	34.2%	39.5%
Agree	42.1%	39.5%	36.8%
Neither agree/disagree	10.5%	23.7%	15.8%
Disagree	2.6%	2.6%	0.0%
Strongly Disagree	0.0%	0.0%	7.9%

	How much of a problem is anti-social behaviour in your local area? By your area I mean within 15 minutes' walk from here.2	How much of a problem are teenagers hanging around?2	How much of a problem is rubbish or litter lying around
Not a problem at all	18.4%	15.8%	23.7%
Not a very big problem	55.3%	52.6%	39.5%
Fairly big problem	23.7%	26.3%	26.3%
Very big problem	2.6%	5.3%	10.5%

Lawley Management Committee	
Date	16 th September 2025
Item 9	Customer Communications Report
Author	Donna Charway Customer Communications Officer
Contact Details	DonnaCharway@bvt.org.uk 0300 333 6540



1. Purpose of Report

The purpose of this report is to inform Committee of the PR & Communication activities that took place in Q2 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 Q2, we carried out the second 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 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 Q2, we did the following:

Website

- **Uploaded 87 grounds maintenance reports from across all phases.** 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 helps make sure we are transparent and accountable to Lawley residents.
- **Updated the get involved page.** With several new groups and activities at the Lawley Community Hub, details have been added to the website. These range from CAB and IASS, to the new communications forum and BVT tenant surgeries. Sharing this information to residents in and around the Lawley area complements our community building and championing people aims
- **Checked website in-line with BVT's new style guide.** We have created and issued a new style guide to all colleagues to make sure communications reflect BVT's style and tone of voice and are of a good quality. We understand every word we write is a chance to have a positive impact on our customers and each other. During Q2, the CCO went through the Lawley website and made sure all copy was in line with guidelines.
- **Wrote and published 28 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 manages the Summerfest and Lawley 5K fun run pages. During Q2 we did the following:

- **Wrote and posted 204 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. Also included were posts to publicise Summerfest and the Lawley 5K fun run, which showcases our partnership work and community involvement.
- **Recorded, edited and posted six videos** about the new communications forum, steam railway opening, VE day and Summerfest. 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 support 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 Q2 of 2025, we issued one newsletter, with the May issue achieving a 66% open rate compared to an average 45% for peers in the not-for-profit sector.

In the May issue, articles relevant to Lawley residents included the new Communications Forum, Lawley's flagship events returning (Summerfest and 5k fun run) guidance on planning an alteration to your home, new accessibility tools for Lawley website and the official opening of the steam railway.

More information on all digital communications is available in 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 Q2 of 2025, we supported the Estates & Stewardship Manager and Community Development and Partnership Officer in the communication and marketing of activities taking place. This included:

Lawley customer welcome pack

The revised welcome pack was approved and uploaded to the Lawley website. This provides new households with an overview of the services and community activities we provide. It also signposts residents to areas on the Lawley website for detailed information.

Communications Forum

Following the approval of the new Communications Forum for Lawley, promotions took place throughout Q2 to recruit members. This included a drop-in and live Facebook session as well as videos voiced by the Customer Communications Officer and general social media posts.

The first meeting of the new Forum took place in June and was focused on reviewing the information that is issued to customers regarding the community charge. Members of the Forum include a new resident to the village and a tenant, which meant neither had seen the information sent out about the community charge in Lawley. Their feedback was very useful and constructive and will be used to shape and influence this year's communication about the community charge.

BBC Make a Difference awards

The awards celebrate the difference people make to their communities. With so many residents and groups that support the Lawley community, we submitted five nominations. These were:

Jaimie Ramsay and Jay Haldron – The volunteer award

Ernie the therapy dog – The animal award

Rich Handley – The active award

PODS – The community group award

In June we were advised Ernie had been shortlisted in the animal award category and will attend the final awards ceremony in September. In the meantime, BBC Radio Shropshire visited Lawley Community Hub to interview Ernie's handler and residents from Lawley Bank Court, who have regular visits from Ernie. We'll be publicising the story about Ernie once the awards ceremony has taken place. As well as celebrating the contribution that groups who use the Hub make to their community, taking part in the awards was also a great way to market Lawley Community Hub.

For more 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.

Media coverage During the second quarter of 2025, news releases were written and published to raise awareness and celebrate what we do in partnership with others. News releases included the return of Summerfest and Lawley 5k fun run. This resulted in media coverage in 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.

Public relations as well as sharing Lawley news by securing media coverage, the CCO is always looking for ways to tell the 'stories' of the Lawley community. During Q2 this included writing compelling stories about:

- Celebration of VE day
- Return of Summerfest and 5k fun run
- Launch of the new Telford Bereavement Group

In addition, the CCO also promoted many of the activities and events taking place both at the Lawley Community Hub and in the wider community.

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 Q2. This included:

- Announcing the charity Lawley Community Consortium have chosen for 2025
- Details about the Telford steam railway official opening
- The return of Summerfest and Lawley 5k fun run
- The VE day celebration

Being able to share communication about our work in Lawley with Lawley staff and other colleagues across BVT provides opportunities to share good practice and for teams to stay up to date with activities and services taking place.

For further details see Appendix C

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 CCO 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

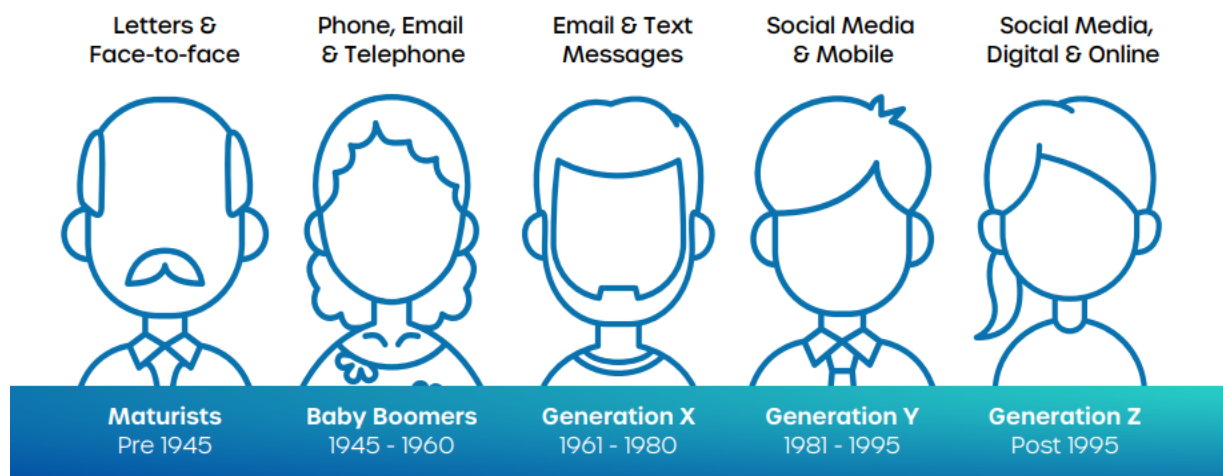
Our overall communications strategy supports the following objectives in our Diversity, Equality and Inclusion Policy.

- 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

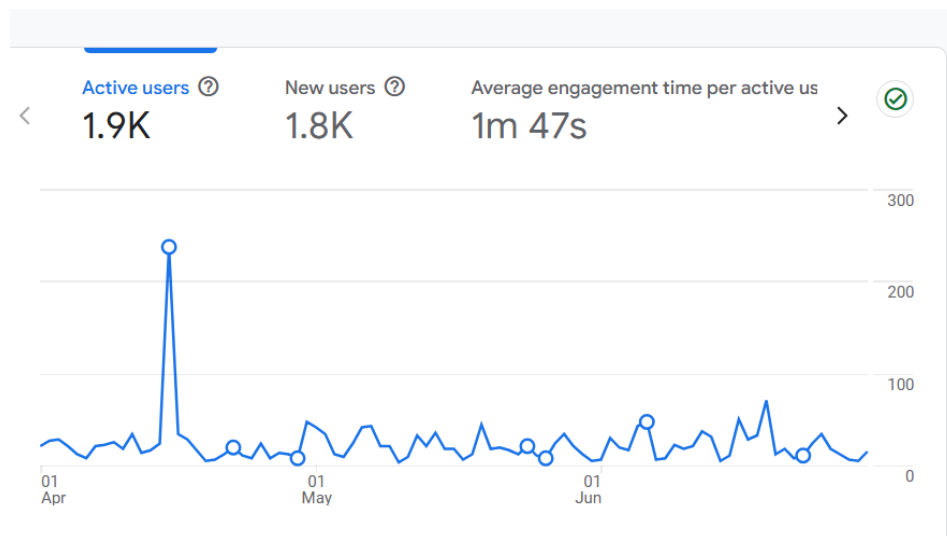
The report details the breath of communications and various methods used in Lawley and analyses the customer voice heard through these methods. This is achieved through website analysis and social media feedback. Providing timely and effective communications relating to Estates & Stewardship services 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

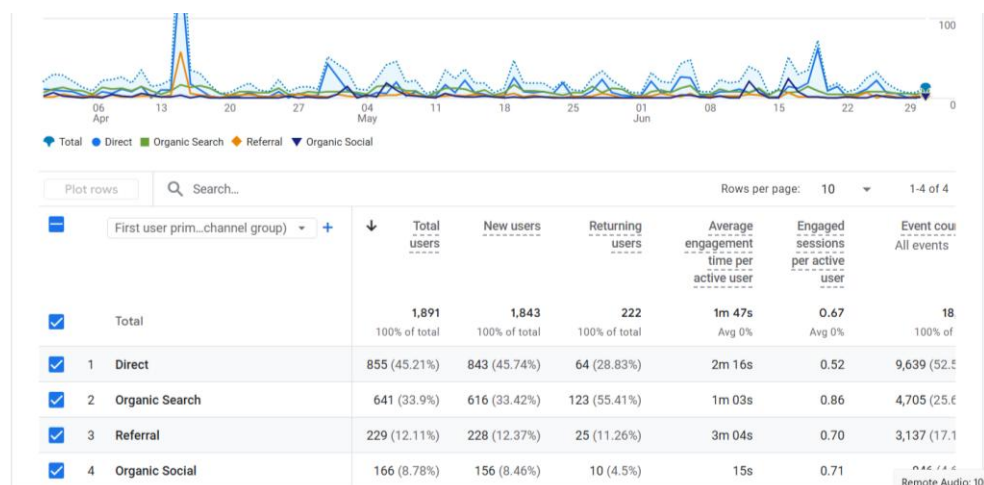
The graph shows the number of active users (new users are those who are visiting for the first time) during Q2 of 2025. There was one main spike during this quarter, which was when a story and video were added regarding VE day celebrations. This shows the interest in local good news stories and opportunities around promoting them.



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

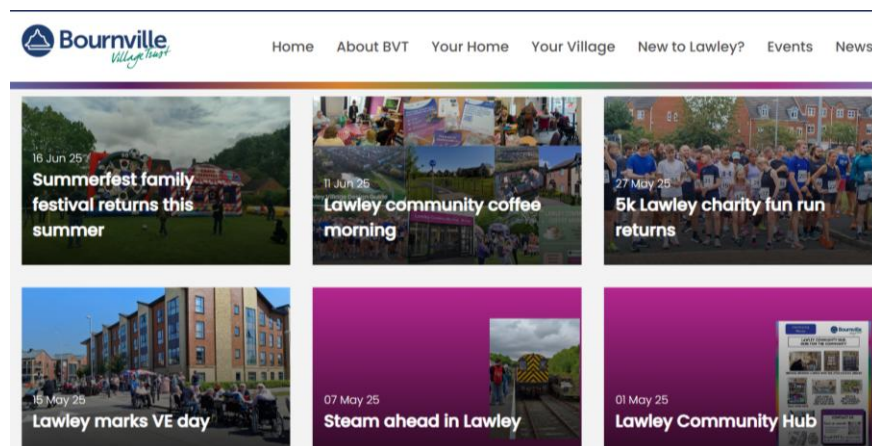
The graph below shows the top 10 most visited pages during the 2nd quarter of 2025. Number one is the home page of the website.

	Total	Score	Per active user	Engagement time per active user	All events	
	11,426 100% of total	1,881 100% of total	6.07 Avg 0%	1m 47s Avg 0%	18,327 100% of total	
1	(not set)	7,008 (61.33%)	223 (11.86%)	31.43	9m 05s	7,476 (40.79%)
2	Lawley Village - Welcome to Lawley Village	1,179 (10.32%)	732 (38.92%)	1.61	18s	3,239 (17.67%)
3	Lawley Village - Lawley virtual noticeboard 2025	185 (1.62%)	158 (8.4%)	1.17	14s	619 (3.38%)
4	Lawley Village - Events	152 (1.33%)	68 (3.62%)	2.24	23s	273 (1.49%)
5	Lawley Village - About Lawley Village	141 (1.23%)	105 (5.58%)	1.34	22s	422 (2.3%)
6	Lawley Village - Your Village	131 (1.15%)	111 (5.9%)	1.18	15s	275 (1.5%)
7	Lawley Village - Contact	130 (1.14%)	95 (5.05%)	1.37	49s	302 (1.65%)
8	Lawley Village - Lawley Management Committee	113 (0.99%)	71 (3.77%)	1.59	32s	222 (1.21%)
9	Lawley Village - How to alter your home	104 (0.91%)	66 (3.51%)	1.58	29s	174 (0.95%)
10	Lawley Village - Lawley Community Hub	101 (0.88%)	64 (3.4%)	1.58	23s	222 (1.21%)

News posts

Topics:

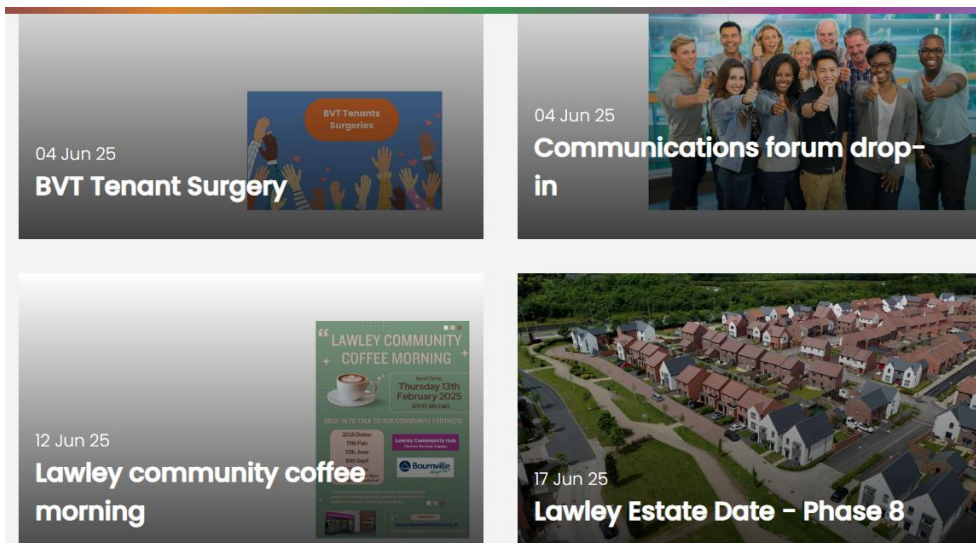
- Grounds maintenance team are in spring mode
- Easter craft drop-in
- Lawley community hub
- Steam ahead in Lawley
- Lawley marks VE day
- 5K Lawley charity fun run returns
- Lawley community coffee morning
- Summerfest family festival returns this summer
- Lawley photography competition 2025
- Share your experience of moving into a new social home



Events

Events have been published for the year. In Q2 of 2025 the following were published and took place:

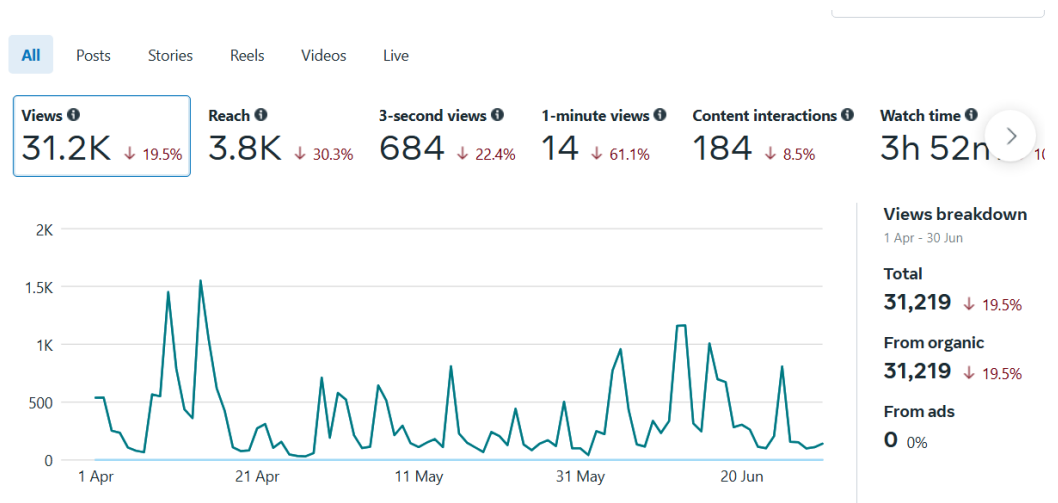
- 3 x Lawley listening hub
- 6 x Estate date
- 1 x Lawley Management Committee meeting
- 1 x Lawley community coffee morning
- 2 x Armed forces drop-in session
- 3 x BVT tenant surgery
- 1 x BVT sounding group
- 1 x communication forum drop-in

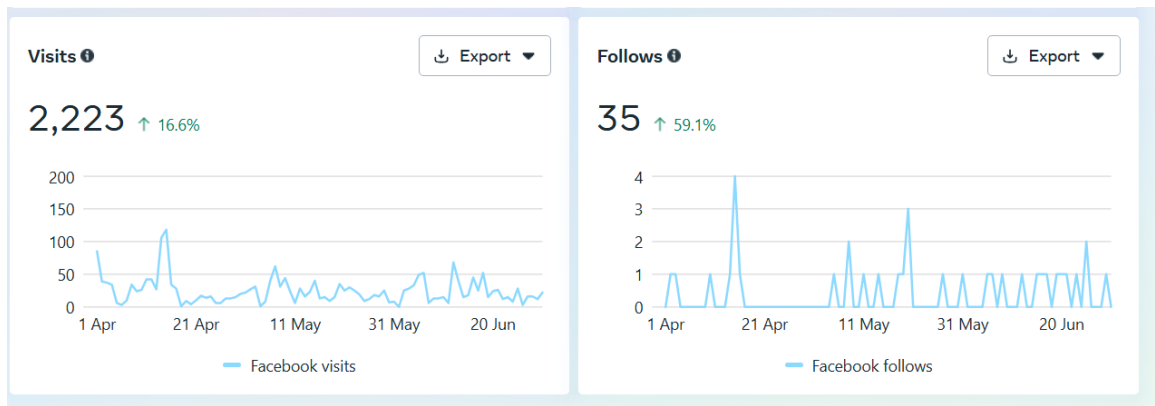


Social media

The Facebook analytics below compare the second quarter of 2024 to the second quarter of 2025.

The 2nd quarter of 2025 saw an increase in followers and visits to the page, compared to the same period in 2024. This shows there is still a growing audience on Facebook.





Our Facebook page is also performing well against similar businesses

Benchmarking

Business comparison

Businesses to watch

Compare your performance against businesses in the **Charities and religious organisations** category

Results are based on businesses with similar organic 28-day reach in your category. [Edit category](#)

Published content

19

Higher than others

How often your business published versus others in this category



Over the last 28 days, you typically published more posts and stories compared to other businesses in this category. Keep up the great work by scheduling content in advance.

Create Post

Facebook...

1.6K

Higher than others

Follows

16

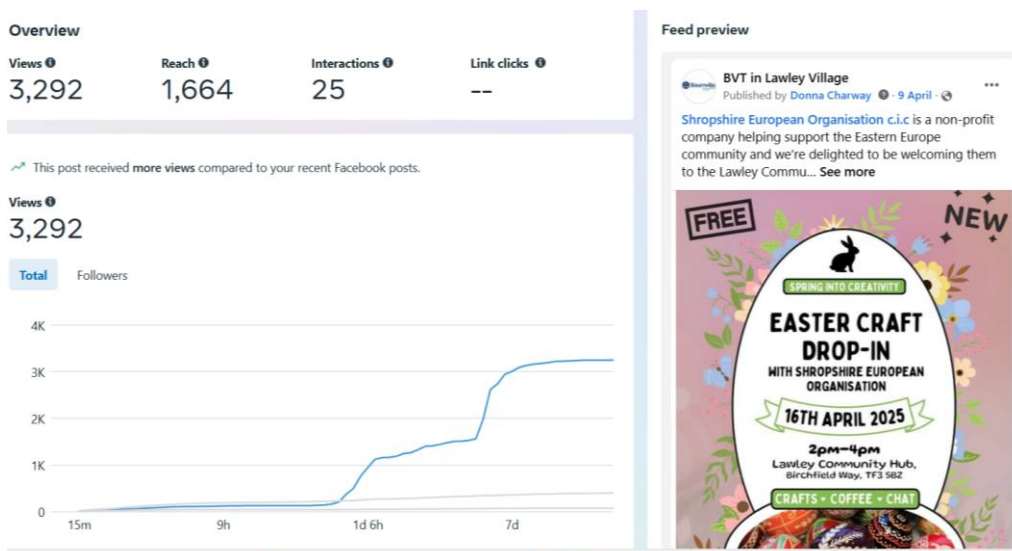
Higher than others

Content i...

109

Similar to others

The topmost 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.





Lawley's flagship events return

Plans are well underway for this year's Lawley 5k fun run and the popular family fun day Summerfest.

Both events are organised by Lawley Community Consortium (formerly Lawley Partnership Board) which includes Lawley and Overdale Parish Council and Bournville Village Trust.

The Lawley 5K fun run is taking place on Saturday 5th September at 1pm and registration is now open [here](#).

Last year, registration for the run had to close early as it reached capacity, so early booking is advised. Details and regular updates are available on the [Lawley 5K Facebook page](#).

Meanwhile, the annual family fun day Summerfest will take place on Saturday 5th July from 1pm-9pm on Lawley Village Green.



Steam railway fun in Lawley

Residents in Lawley and the surroundings area were invited to the official opening of the re-dedication ceremony of Lawley Village Station.



The station is run by [Telford Steam Railway](#), which has been supported by a grant from the Eileen Hewer Fund, which we manage.

Special guest and rail enthusiast, Pete Waterman, attended the opening and visitors were able to enjoy free train rides as well as platform entertainment, including live music and a magician.

Every year, the Eileen Hewer Community Fund awards grants to groups working for the benefit of the Lawley community and its residents.

As well as Telford Steam Railway, in 2024

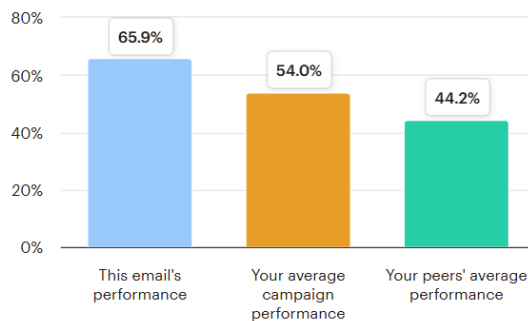
Our online newsletter compares better than similar businesses, as can be seen below:

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](#).

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

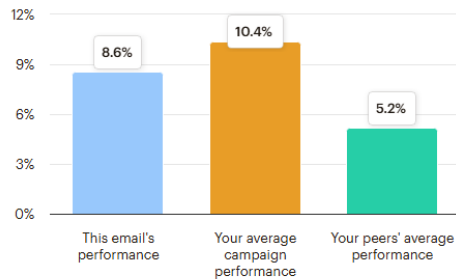
A combination of Male, Female and Another Identity, from 55 and up

Audience size

200 - 2,000

How your email compares

Open rate Click rate Unsubscribe rate



Appendix B

Draft of revised Lawley welcome pack



Appendix C

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

For immediate release
27.5.25



PRESS RELEASE

5K Lawley charity fun run returns

Runners in Tetford are being urged to sign up to a popular 5k fun run that last year attracted over 250 people, signalling its most successful event to date.

Registration is now open for this year's Lawley 5k fun run which will take place on Saturday 6th September and is open to runners and walkers alike.

Starting at 1pm, the fun run will begin and finish at Lawley's war memorial, opposite the Grazing Cow pub, and all ages and abilities are invited to join in the fun.

The event is organised by Lawley Running Club and the Lawley Community Consortium (previously known as Lawley Partnership Board), which includes Lawley and Overdale Parish Council and Bournville Village Trust.

Rich Handlev, Lawley Running Club Group Leader, said: "Last year we had to close registration early as

For immediate release



PRESS RELEASE

Summerfest family festival returns this summer

The popular free family fun event – Summerfest – is once again returning on Saturday 5th July from 1pm until 9pm on Lawley Village Green.

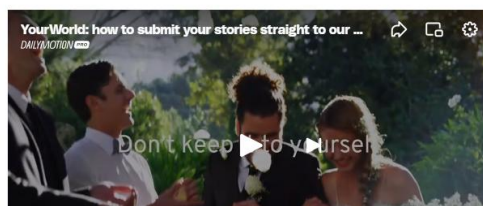
Organised by Lawley Community Consortium (formerly known as Lawley Partnership Board) which includes Lawley and Overdale Parish Council and Bournville Village Trust, residents can enjoy a full stage programme with entertainment and live music as well as free family activities and the opportunity to shop, eat and drink.

Councillor and Chair of Lawley & Overdale Parish Council, Mark Boylan commented: "Summer Fest is enjoyed by many residents across the Parish and it's the one annual event that everyone looks forward to as there is so much to see and do. Whether it's the

Summerfest family festival returns this summer

The popular free family fun event – Summerfest – is once again returning on Saturday, 5 July from 1pm until 9pm on Lawley Village Green.

By contributor Donna Charway | Published Jun 16 | Last updated Jun 16



shropshirelive

Listen Live ▶

HOME NEWS ENTERTAINMENT BUSINESS FEATURES RADIO ADVERTISING CONTACT



shropshire park & ride

THE EASY WAY INTO TOWN!

www.shropshire.gov.uk/public-transport/park-and-ride/

Summerfest family festival returns this summer

June 16, 2025 • Updated: June 16, 2025

By Shropshire Live

< More

The popular free family fun event – Summerfest – is once again returning on Saturday 5th July from 1pm until 9pm on Lawley Village Green.



shropshirelive

Listen Live ▶

HOME NEWS ENTERTAINMENT BUSINESS FEATURES RADIO ADVERTISING CONTACT



shropshire park & ride

THE EASY WAY INTO TOWN!

www.shropshire.gov.uk/public-transport/park-and-ride/

5K Lawley charity fun run returns

May 28, 2025 • Updated: May 28, 2025

By Shropshire Live

< More

Runners in Tetford are being urged to sign up to a popular 5k fun run that last year attracted over 250 people, signalling its most successful event to date.



Lawley Management Committee Plan 2025

Date	Meeting	Item No.	Topic	Lead	Outcome
4th February 2025	Quarterly LMC Meeting				
		1.	Introductions And Apologies	Chair	
		2.	Declarations Of Interest	Chair	
		3.	Minutes	Chair	
		4.	Matters Arising/Outstanding Actions	Chair	
		5.	Communication Forum	CP	
		6.	Election Of Vice-Chair	HP	
		7.	Quarterly Financial Report	TR	
		8.	Estates And Stewardship Update	NF	
		9.	Quarterly Performance Report	NF	
		10.	Community Development and Partnership Report	NF	
		11.	Quarterly Communications Report	NF	
		12.	Lawley Partnership Board Update	TR	
		13.	Meeting Plan 2025	NF	
		14.	Any Other Business	Chair	
		15.	Dates Of Next Meetings	Chair	
		16.	Confidential Item		
		17.	Confidential Item		
		18.	Confidential Item		
		19.	Confidential Item		
11th March 2025	Working Group Meeting				
		1	M&BG Update		
		2	GM Satisfaction Surveys	NF	

Agenda Item 10
Lawley Management Committee
LMC Meeting Planner 2025
16th September 2025

1st April 2025	Working Group Meeting				
		1	KPI Review	NF/TR	
		2	Annual Update Income Recovery	GS	
13th May 2025	Quarterly LMC Meeting				
		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	
		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		
24th June 2025	Quarterly LMC Meeting		Interim Meeting – 1 Agenda Item		
		1.	Introductions And Apologies	Chair	
		2.	Declarations Of Interest	Chair	
		3.	Minutes	Chair	
		4.	Matters Arising/Outstanding Actions	Chair	
		5.	Items for Decision –	TR	

Agenda Item 10
Lawley Management Committee
LMC Meeting Planner 2025
16th September 2025

			2024 Final End of Year Accounts		
		6.	Updated Meeting Planner	NF	
		7.	Any Other Business	Chair	
		8.	Dates Of Next Meetings	Chair	
24th June 2025	Working Group Meeting				
		1	Eileen Hewer Grants	LP	
		2	Lawley Community Hub Pricing	NF/LP	
		3	Financial Support Grant	NF/TR	Deferred to 2nd September
2nd September 2025	Working Group Meeting				
		1	Neighbourhood Planning	AT	
		2	LTSA Training	TR	
		3	30 Year Asset Plan	PR	Deferred to 19th September
		4	Risk Register	TR	Deferred to 21st October
		5	Financial Support Grant	NF/TR	
16th September 2025	Quarterly LMC Meeting				
		1	Introductions And Apologies	Chair	
		2	Declarations Of Interest	Chair	
		3	Minutes	Chair	
		4	Matters Arising/Outstanding Actions	Chair	
Items for Decision					
None for this agenda					
Items for discussion					
		5	Quarterly Financial Report	Head of Estates & Stewardship	
		6	Estates and Stewardship Report	Head of Estates & Stewardship	
		7	Quarterly Performance Report	Head of Estates & Stewardship	
		8	Community Development and Partnership Report	Community Development &	

Agenda Item 10
Lawley Management Committee
LMC Meeting Planner 2025
16th September 2025

				Partnerships Manager	
		9	Quarterly Communications Report	Customer Communications Officer	
Items for noting					
		10	Meeting Plan 2025	Head of Estates & Stewardship	
		11	Any other business	Chair	
		12	Dates for next meeting	Chair	
		13	Confidential meeting		
		14	Confidential meeting		
		15	Confidential meeting		
		16	Confidential meeting		
		17	Confidential Meeting		
21st October 2025	Working Group Meeting				
		1	2026 Budgets including 30 year budget plan and Meeting room hire costs	Head of Estates and Stewardship	
		2	LMC Operational Risk Plan	Head of Estates and Stewardship	
		3	Draft Eileen Hewer Procedure	Community Development and Partnership Officer	
		4	Neighbourhood Planning Feedback	Director of Communities	
11th November 2025 or Awayday 15th November 2025	Quarterly LMC Meeting				
		1	Introductions And Apologies	Chair	
		2	Declarations Of Interest	Chair	
		3	Minutes	Chair	
		4	Matters Arising/Outstanding Actions	Chair	

Agenda Item 10
Lawley Management Committee
LMC Meeting Planner 2025
16th September 2025

Items for Decision					
		5	2026 Budget and 30 Year Budget Plan	Head of Estates and Stewardship	
		6	Eileen Hewer Procedure	Community Development and Partnership Officer	
		7	Financial Support Fund	Estates and Stewardship Manager	
		8	Committee Effectiveness Report	Head of Governance	
Items for discussion					
		9	Quarterly Financial Report	Head of Estates & Stewardship	
		10	Estates and Stewardship Report	Head of Estates & Stewardship	
		11	Quarterly Performance Report	Head of Estates & Stewardship	
		12	Community Development and Partnership Report	Community Development & Partnerships Manager	
		13	Quarterly Communications Report	Customer Communications Officer	
Items for noting					
		14	Meeting Plan 2025	Head of Estates & Stewardship	
		15	Any other business	Chair	
		16	Dates for next meeting	Chair	
		17	Confidential meeting		
		18	Confidential meeting		
		19	Confidential meeting		
		20	Confidential meeting		

Agenda Item 10
 Lawley Management Committee
 LMC Meeting Planner 2025
 16th September 2025

2nd December 2025	Working Group Meeting				

ITEMS FOR INCLUSION IN AGENDAS/WORKING GROUPS

ITEM	LEAD	Comments
LCH Meeting Room Pricing Review	NF	From November 2023 meeting where interim pricing structure agreed. June 2025
Eileen Hower Grants	LP/NF	To consider revised process. – June 2025