



**BOURNVILLE VILLAGE TRUST
LAWLEY MANAGEMENT COMMITTEE**

**Business Meeting of the Lawley Management Committee (LMC)
to be held on 15th November 2025 0900hrs – 1100hrs .
at the Lawley Community Hub and Microsoft Teams**

A G E N D A

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|-----------|---|-----------|
| 1. | INTRODUCTIONS AND APOLOGIES
Micheal Cunneen – Estates & Stewardship Manager, Lawley | JH |
| 2. | DECLARATIONS OF INTEREST
Member to declare interests with any items <u>specifically on this agenda.</u> | JH |
| 3. | MINUTES
A. Minutes of the meeting 16 th September 2025 | JH |
| 4. | MATTERS ARISING/OUTSTANDING ACTIONS <ul style="list-style-type: none">• To receive updates on outstanding actions from the previous Minutes (attached) | JH |

ITEMS FOR DECISION

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|-----------|--|--------------|
| 5. | DRAFT LAWLEY BUDGET 2026 <ul style="list-style-type: none">• To receive a report and approve the 2026 budget | TR |
| 6. | EILEEN HEWER FUND REVIEW
To receive a report and approve the revised procedure | LP/NF |
| 7. | COMMUNITY CHARGE FINANCIAL ASSISTANCE <ul style="list-style-type: none">• To receive a report and approve the findings of the report | NF |

ITEMS FOR DISCUSSION

- | | | |
|------------|---|-----------|
| 8. | QUARTERLY FINANCIAL REPORT
To receive a report (attached) | NF |
| 9. | ESTATES AND STEWARDSHIP REPORT
To receive a report (attached) | NF |
| 10. | QUARTERLY PERFORMANCE REPORT
To receive a report (attached) | NF |
| 11. | COMMUNITY DEVELOPMENT AND PARTNERSHIP REPORT
To receive a report (attached) | LP |

12. **QUARTERLY COMMUNICATIONS REPORT** DC
To receive a report (attached)

13. **MEETING PLAN 2025 & 2026** TR
To receive a plan of future meetings (attached)

ITEMS FOR NOTING

14. **ANY OTHER BUSINESS** JH
ToR Review - LOPC Representation (From The Chair)

15. **DATES OF NEXT MEETING** JH
2026 – See item agenda 13 (Dates subject to LMC approval).

WORKING GROUP MEETING
2nd December 2025

OPEN MEETING CLOSES



Minutes of the Lawley Management Committee
Meeting held at Lawley Community Hub and online via Microsoft Teams on
16th September 2025 at 18:00

	PRESENT: James Haldron (JH) – Chair Matt Gabbittas (MG) – Vice Chair Pete Richmond (PR) Emily Bryan (EB) Mark Darlington (MD)	
	IN ATTENDANCE: Tracey Rowe (TR) - Head of Estates & Stewardship 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.	
039/25	INTRODUCTIONS & APOLOGIES <u>Introductions:</u> <u>Apologies:</u> Nick Freeman (NF) – Estates & Stewardship Manager Grant Williams (GW) Kate Ballinger (KB) Garf Parker (GP) Arthur Tsang (AT) Ian Springle (IS) <u>Absent:</u> Cllr Luke Lewis (LL)	
040/25	DECLARATIONS OF INTEREST None received. Committee NOTED there were no declarations.	

041/25	MINUTES JH tabled the minutes of the of 13th May 2025 meeting and asked if there were any comments or amendments. None were received. Committee unanimously APPROVED the minutes of the meeting held on the of 13th May 2025 as a true and accurate reflection.	
042/25	MATTERS ARISING/OUTSTANDING ACTIONS JH presented the outstanding actions schedule (Appendix 4). TR raised action 067/22 (Ground Rent), and advised further investigation is needed. The solicitors who original dealt with this have been contacted, but responses are still pending. TR asked if completed items marked green could be removed to keep the schedule focused on outstanding actions. The committee AGREED. Committee APPROVED and NOTED the Outstanding Actions Schedule	
ITEMS FOR DECISION		
	N/A	
<u>ITEMS FOR DISCUSSION</u>		
043/25	QUARTERLY FINANCIAL REPORT TR presented the report (Appendix 5 & 5a) TR noted an apparent overspend, which relates to fencing work on the estate. This will be offset by a drawdown from the Wear & Tear Fund, so the budget should balance by year-end. JH asked if there were any questions. A concern was raised about the cost and approach to recent fencing repairs, noting that new sections were often attached to old ones, which may lead to future issues. It was questioned whether full replacements were considered and if the contractor's methods were standard or flexible. Committee were advised that last year, partial repairs were made where fences were deemed structurally sound; this year, full replacements were expected. TR advised the team will review the work and confirm the approach. Future works will follow procurement procedures, such as tenders or multiple quotes. Committee NOTED the contents of the report.	TR

044/25	ESTATES AND STEWARDSHIP REPORT JH tabled the report (Appendix 6). TR reported that NF has been absent for 4–5 weeks, and additional team absences have recently reduced staffing levels to less than half of the team. NF's retirement is scheduled for December, and recruitment is underway. Of 24 applicants, 8 were longlisted, 4 interviewed, and 3 shortlisted. Final interviews are scheduled, with the aim of appointing someone to start by mid-November, subject to notice periods, to allow for a handover. JH asked if there were any questions. None were received. Committee NOTED the contents of the report.	
045/25	QUARTERLY PERFORMANCE REPORT JH tabled the report (Appendix 7 & 7a). TR reported that performance is generally positive, though breaches remain an area needing improvement. While not yet on target, breach-related performance has improved, partly due to earlier team challenges. Some cases take longer to resolve due to working closely with residents, which affects completion rates. The team is reviewing how KPIs are reported to better reflect resolution timelines, especially when delays are reasonable (e.g. residents needing time to comply). Future reporting may include timeframes to give a clearer picture of case handling. A query was raised about tracking unauthorised alterations, particularly when residents notice discrepancies such as oversized garden structures or non-compliant windows. There was interest in committee members using the property portal to check which applications have been submitted and highlighted the difficulty in addressing comparisons when breach records aren't visible. TR explained that while detailed information may be limited due to confidentiality, the stewardship team can confirm whether permission has been granted or if a breach has occurred. Breaches are managed through the formal process, which may include retrospective applications. Committee discussed improving performance reporting, particularly around breaches and alteration applications. There was interest in making more performance data publicly accessible online, while respecting GDPR by avoiding property-specific details. TR advised that future reporting would look to include breach volumes, resolution outcomes, and reasons for non-enforcement. It may also include whether applications were submitted and their	

	outcomes, while details of unauthorised alterations will remain confidential unless formally addressed. This will help residents better understand outcomes and implications, such as impacts on property sales. The team is also exploring options to publish performance data online next year, whilst ensuring compliance with GDPR by avoiding identification of individual properties. This action will be added to the list for further exploration next year. PR suggested exploring whether retrospective applications and their outcomes could be publicly disclosed, while keeping breaches private due to their sensitive nature. He raised the idea that if residents are required to declare alterations, there might also be value in identifying when no application has been made. This could improve transparency and reduce confusion among residents, especially when discrepancies arise. The suggestion was acknowledged as a potential future action, subject to GDPR considerations. MG raised confusion over the date formatting in the breach performance report, noting inconsistencies between monthly breakdowns and quarterly labels (e.g. Quarter 1 2025 vs Quarter 2 2024). TR acknowledged the issue and confirmed that from next year, reports will focus solely on quarterly data to improve clarity. The aim is to show year-on-year comparisons more clearly, and the formatting will be adjusted accordingly. Committee NOTED the contents of the report.	TR
046/25	COMMUNITY DEVELOPMENT AND PARTNERSHIP REPORT TR tabled the report (Appendix 8) and asked if there were any questions. TR highlighted the success of William, a volunteer at the Lawley Community Hub who later took on temporary work with BVT in Lightmoor. During his time with the team, William received support in developing his confidence and social skills, and has now progressed to studying for a master's degree at university. Committee NOTED the contents of the report.	
047/25	QUARTERLY COMMUNICATIONS REPORT DC presented the report (Appendix 9). JH asked if questions. None were received. Committee NOTED the contents of the report.	
<u>ITEMS FOR NOTING</u>		
048/25	MEETING PLAN 2025	

	JH tabled the 2025 Meeting Plan (Appendix 10). TR identified a typo in the meeting plan (date listed as 19th September instead of 16th). SR to amend. Committee discussed options for the November away day. It was AGREED to hold it on Saturday 15th November as a shorter session (e.g. 9:00 AM–1:00 PM) at Lawley Community Hub. Committee NOTED the meeting plan.	SR
049/25	ANY OTHER BUSINESS JH asked if there was any other business. Concerns were raised regarding the lack of attendance at committee meeting from the representative of the Parish council, (LL). It was suggested that they could consider delegating attendance to another representative. TR explained that LL is a co-opted member, not a full committee member. TR advised that the terms of reference will need to be checked to confirm whether co-opted members are still required to attend a certain number of meetings. Contact will be made with LL to see if he is able to send a representative in his place if he is unable to attend. MD commented that he had been informed Phase 10 is expected to be adopted by Telford & Wrekin Council by the end of the year.	TR
050/25	DATE OF NEXT MEETING <u>Formal meetings</u> 11th November 2025 or Awayday 15th November 2025 <u>Working Group meetings</u> 21st October 2025 2nd December 2025 Committee NOTED the date of the next meeting.	
	The meeting closed at 06:54pm	
	 Chair Date	

	 Secretary Date	
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DRAFT

LMC Outstanding Actions

MIN	TOPIC	ACTION	Action Owner	PROGRESS
ACTIONS FROM LMC 16th September 2025				
049/25	Co-opted Member Representative	Contact to be made with LL to see if he can send a representative in his place if he is unable to attend committee meetings.	NF	Contact has been made with LOPC. They have proposed that Councillors could attend on a rotational basis. LMC to discuss in item 14. Of the meeting agenda. Complete
048/25	Meeting Plan Amendment	SR to amend a typo in the meeting plan (date listed as 19th September instead of 16th).	SR	Complete
045/25	Publishing Performance Data	To be added to the list for further exploration next year: exploring options to publish performance data online, including exploring whether retrospective applications and their outcomes could be publicly disclosed.	MC	Update to be provided by the Q2/26
043/25	Fence Replacement Approach	Team to review the work and confirm the approach for fence repairs/replacements	TR/NF	Discussed in Estates & Stewardship Report, Item 9 of 15 th Nov Meeting. Complete

ACTIONS FROM WORKING GROUP 24 th 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/MC	To be discussed at October 2025 Meeting Deferred to December Working Group.
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 Procedure being presented at item 6 of 15 th November meeting. Complete
ACTIONS FROM LMC 13 th May 2025				
26/25	Recording Resident Enquiry Types	NF agreed to consider how this could be implemented meaningfully.	NF	Deferred to November 2025 Current systems are not capable of doing this in a way that would provide useful information in an efficient way. To be kept under consideration as and when systems are updated. 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. Complete

ACTIONS FROM LMC 4 th February 2025				
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. Deferred to Q1 2026
ACTIONS FROM LMC 9 th November 2024				
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	Update 04/02/25 – Deferred to 24 th June 2025 Presented finding at working group meeting 2 nd September 2025. General agreement not to proceed – require formal report to next committee. Complete , see agenda item 7 of meeting 15.11.25
ACTIONS FROM LMC 8 th 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. Verbal update to be given at Confidential AOB on meeting of 15 th November 2025.

Lawley Management Committee	
Date	15th November 2025
Item 5	Draft Lawley Budget 2026
Author	Tracey Rowe Head of Estates and Stewardship
Contact Details	traceyrowe@bvt.org.uk 0121 667 1153



1. Purpose of Report

To present the proposals for the Lawley Draft Budget for 2026 to the Committee (Appendix 1).

2. Recommendations

To **DISCUSS** and **APPROVE** the draft budgets for 2026, as detailed within this report.

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

It should be noted the decision is subject to change following the review with the Long Term Stewardship Group (LTSG), who have until 26th November 2025 for a decision.

3. Link to Strategic Aims, Objectives and Values

This report relates to BVT's Place-shaping, Community Building and Championing People corporate aims. Effective estates and stewardship services will ensure the estates are clean, green and safe, improving resident satisfaction for services and as a place to live, increasing community groups and events, whilst achieving value for money for Lawley residents.

4. Financial Impact

There will be a financial impact on residents by increasing the Community Charge. The budgets have been prepared based on an increase of 3.8% in line with September CPI. This will mean an increase in the annual community charge from £250.52 to £260.04 (£9.52 increase) based on an expected 2985 properties in 2026.

It should be noted the community charge does not fully cover the cost of service and this is supported by drawing down £48,607 from the Community Infrastructure Fund. This fund is expected to be spent by 2028. At which time should the development be completed with 3300 properties, a full cost recovery from the community charge, being subject to an annual September CPI increase, is expected.

In line with the Long Term Stewardship Agreement (LTSA), it was anticipated that in 2006 the annual community charge would start at £250.00 per household. The table below shows what the charge would be now, if the only factor was CPI or the Bank of England Inflation ([Bank of England Inflation Calculator](#)) each year. The table has been provided to demonstrate BVT's commitment to providing a cost effective service to the residents of Lawley. Data obtained from the ONS website.

Year	Community Charge (£)	BoE Inflation increase (£)	Community Charge (£)	September CPI %
2006	250.00		250.00	
2007	255.81	5.81	254.50	1.8 %
2008	265.22	9.41	267.73	5.2 %
2009	270.74	5.52	270.68	1.1 %
2010	279.94	9.2	279.07	3.1 %
2011	292.50	12.56	293.58	5.2 %
2012	301.29	8.79	300.04	2.2 %
2013	308.72	7.43	308.14	2.7 %
2014	313.51	4.79	311.84	1.2 %
2015	314.13	0.62	311.53	-0.1 %
2016	316.07	1.94	314.64	1.0 %
2017	324.48	8.41	324.08	3.0 %
2018	332.03	7.55	331.86	2.4 %
2019	337.95	5.92	337.50	1.7 %
2020	340.88	2.93	339.19	0.5 %
2021	349.83	8.95	349.70	3.1 %
2022	381.84	32.01	385.02	10.1 %
2023	409.78	27.94	410.82	6.7 %
2024	415.13	5.35	417.80	1.7 %
2025	420.49	5.35	433.68	3.8 %

5. Value for Money Impact

The costs for delivering the Estates and Stewardship service are closely monitored and have been reviewed to ensure that associated costs are fair and reasonable.

In Managing the Estates and Stewardship Service, officers will seek to:

- Ensure value for money with regards to maintenance costs when procuring services wherever possible whilst striving to provide an excellent service.

- Identify cost savings during the year, whilst maintaining and striving to improve services.

The procurement of Grounds Maintenance service in 2023 aimed to market test the cost and quality of this service. The contract awarded to M&BG Limited from 1st January 2024, provides cost certainty for up to five years at a fixed rate. The increase in the budget is to allow for additional phases being handed over in line with the LTSA. This does not include the additional NAPR.

6. Risk and Assurance Impact

BVT have a robust framework in place to monitor, review and manage organisational budgetary spending, which is scrutinised by LMC and BVT's Finance Committee. LMC also monitor quality of service through KPI reporting.

7. Compliance with Relevant Legislation and Regulation

Estates & Stewardship is not directly governed by the Regulator of Social Housing (RSH) Regulatory Standards, however the principles of the new Consumer Standards around treating service users with fairness and respect and engaging with service users has been applied by meeting with LMC at their working group meeting in October 2025, this LMC report being published on BVT's website 7 days prior to the meeting for residents to review and send in questions and the meeting being online for any charge paying resident in Lawley to attend and observe the meeting.

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 LTSG.
- That BVT are working towards the adoption of Public Open Space, courtyards, additional non-adoptable public realm and apartment blocks.

8. Equality, Equity, Diversity & Inclusion Impact

This report has no impact on the legislation and policies for diversity and inclusion.

9. Customer Voice and Impact

The Lawley Management Committee is led by elected residents of Lawley Village, who listen to the wider resident groups to bring the customer voice into all decisions made by LMC and BVT. LMC is the current mechanism for ensuring that a customer voice is represented in the delivery of our estates and stewardship service.

Regular events are carried out during the year and include opportunities for residents to provide feedback and to become involved residents.

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

10. Report

10.1 Background

The draft budget provides proposals for income and expenditure for 2026. They are based on the levels of income from the proposed 2026 Community Charge, supported by the Infrastructure Fund.

The draft budgets have been provided to the LTSG for approval, in line with the Long-Term Stewardship Agreement (LTSA), section 13, whereby BVT provide the draft budgets for approval at least one month before the next year's Community Charge is applied. The 2026 charge will be applied on 1st January 2026. In line with the residents TP1 we send out the invoices at the beginning of December 2025. As with previous years, LTSG usually review and approve the budgets at the November meetings. The draft budget are being presented to the LTSG for approval at their meeting on 12th November 2025, with a deadline for the decision of **26th November 2025** for BVT to be compliant with the LTSA and residents TP1's.

It should be noted that the CPI announcement for September (usually published 15th October each year) was delayed by a week, this resulted in delaying BVT finalising the draft budgets.

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

Income

At the end of 2025, it is predicted that there will be a total of 2885 properties in Lawley Village. It is anticipated that a further 200 properties will be built during 2026 at various points in the year. We have included the charges for these properties based on the proportion of the year they will be occupied. Should there be more handovers than predicted, this will offset the deficit and will not produce a surplus. It should be noted that any surplus in income is refunded or offset against the following year's Community Charge to residents.

See section 4 for further information.

Expenditure

The budget has been split into 4 areas:

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

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

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

There are a number of areas that should be noted:

- The 30-year asset plan that supports the Wear and Tear fund was agreed with the Lawley Village Developer Group December 2022. The plan is reviewed every 5 years. It is due to be reviewed in 2026.
- Grants and donations income and expenditure has been significantly reduced due to the funding coming to an end from the Lawley Community Consortium and the works now being completed by the Lawley and Overdale Parish Council (planters and flowers).
- Staffing costs have increased in the above 3 areas for 2026 compared with 2025 due to the annual cost of living increase.
- Estate Management
 - Most budget lines have been increased by 3.8%, in line with the charge increase.
 - We have combined Office Consumables, Printing and Publications and Communications into one.
 - Grounds Maintenance increased to allow for additional phases (5 & 9) handover in line with the LTSA and not part of the additional NAPR.
 - There are no planned works for 2026, resulting in now draw down from the Wear and Tear Fund.
- Community Development is showing less due to the other expenditure no longer being a requirement (planters and flowers).
- Office Running Costs have been set at the known and expected expenditure. This amount will support a £1000 being transferred to a reserve fund for dilapidation costs at the end of the lease. Dilapidation costs are for when and if we decide not to extend the lease, we are required to strip out all furniture and fixtures before returning the keys.

30 Year Financial Plan

The 30-year financial plan will be updated with 2025 actual expenditure and provided with the 2025 end of year report in 2026.

30 Year Asset Plan (Wear and Tear Fund)

The current fund investment balance stands at £1,059,986 with an overall proposed contribution of £102,072 in 2025. The table below tracks contributions and spends. To remind committee the fund is to save towards future renewals of items such as; footpaths, lampposts, fencing etc. This is based on industry standard lifecycles and estimates when works might take place over a 30-year period. The interest and expenditure is estimated and will be confirmed during the end of year accounts process.

YEAR	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
Calendar Year	2007-2009	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016 Apr - Dec	2017	2018	2019	2020	2021	2022	2023	2024	2025
Opening Balance on Sinking Fund	0	4,873	22,103	42,578	71,820	115,333	160,486	243,002	307,059	361,611	434,230	511,984	586,349	657,716	735,638	819,834	940,275	1,059,986
Draw Down on Sinking Fund	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	-20,000
Amount Credited to Sinking Fund	4,873	17,120	20,181	28,885	43,019	44,355	81,283	62,478	53,650	71,210	74,680	70,000	70,000	77,922	78,598	86,455	77,922	102,072
Interest Credited to Sinking Fund	0	110	294	357	494	798	1,233	1,579	902	1,409	3,074	4,365	1,367	0	5,598	33,986	41,789	32,153
Closing Balance on Sinking Fund	4,873	22,103	42,578	71,820	115,333	160,486	243,002	307,059	361,610	434,230	511,984	586,349	657,716	735,638	819,834	940,275	1,059,986	1,174,211

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

Bournville Village Trust Budget 2026

	Annual Budget 2025	Proposed Annual Budget 2026
LAWLEY ESTATES		
Community Charge Income		
Community Charges Residents	723,503	777,025
Ground Rents	3,000	3,000
Lawley Community Hub Room Hire	1,500	1,500
Draw Down from Infrastructure Fund	62,934	47,068
Draw Down from Wear & Tear Fund	20,000	0
Total Community Charge Income	810,937	828,593
Grants & Donations	2,000	1,000
Other Income	10,000	0
Total Other Income	12,000	1,000
Net Turnover	822,937	829,593
Expenditure		
Operational Expenditure	(705,865)	(711,500)
Transfer to Wear & Tear Fund	(102,072)	(103,093)
Transfer to Eileen Hewer Community Projects Funding	(15,000)	(15,000)
Total Expenditure	(822,937)	(829,593)
Potential Underspend / Overspend	0	(0)

LAWLEY ESTATES OPERATIONAL BUDGET

Estate Management

Staffing Costs	(223,080)	(232,232)
Travel Costs	(1,500)	(1,530)
Office Consumables	(941)	0
Printing & Publications	(5,627)	0
Communications	(1,611)	(8,343)
Mobile Telephones	(720)	(734)
Legal & Professional Fees	(14,322)	(14,608)

Insurance	(7,246)	(5,872)
Landscaping Contract	(115,599)	(133,911)
Tree Surveys & Works	(10,230)	(10,435)
Communal Lighting (inc Courtyards)	(15,345)	(15,652)
General Repairs (inc Courtyards)	(6,650)	(6,783)
Winter Gritting (inc Courtyards)	(1,500)	(1,530)
Draw Down from Wear & Wear Fund	(20,000)	0
Total Estate Management Costs	(424,371)	(431,630)

Estate Caretaking

Caretaker - Staffing Costs	(60,682)	(65,918)
Caretaker - Travel Costs / Vehicle Costs / Waste Disposal Costs	(5,115)	(5,217)
Caretaker - Mobile Telephones	(480)	(490)
Caretaker - Clothing & PPE	(665)	(678)
Caretaker - Tools & Equipment	(1,535)	(1,566)
Total Estate Caretaking Costs	(68,477)	(73,868)

Community Development

Staffing Costs	(44,400)	(46,459)
Travel Costs	(665)	(678)
Office Consumables	(286)	(292)
Printing & Publications	(2,225)	(2,270)
Mobile Telephones	(240)	(245)
Community Development & Involvement Activities	(11,120)	(11,342)
Resident Projects (Eileen Hewer)	(2,000)	(15,652)
Grant & Donations Expenditure	(10,000)	(1,000)
Other Expenditure	(15,345)	0
LMC Running Costs	(5,000)	(5,000)
Total Community Development Costs	(91,281)	(82,937)

Office Running Costs

Lawley Community Hub Running Costs	(29,667)	(30,260)
Total Office Running Costs	(29,667)	(30,260)
Administration Charge	(92,069)	(92,804)
Total Operational Expenditure	(705,865)	(711,500)

Lawley Management Committee	
Date	15 th November 2025
Item 6	Eileen Hwer Procedure
Author	Lindsey Powell Community Development & Partnership Officer
Contact Details	lindseypowell@bvt.org.uk



1. Purpose of Report

To present a revised procedure for administering the Eileen Hwer Community Fund (EHCF) in Lawley

2. Recommendation/s

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

3. Link to Strategic Aims, Objectives and Values

BVT is a values-led charitable trust working to create and sustain communities where people can thrive and so will always strive to be more than a housing provider or estate management company.

In Lawley there is a long established community fund, named in memory of one of Lawley's early advocates of community based activity, Eileen Hwer.

This fund, and the revision of the procedure for administering it, aligns with the following Aims, Values and Objectives of BVT as laid out in the 2023 10 year corporate plan;

1) **Community Building** – The fund will support the plan in increasing the number of community volunteers using our community places. The number of organisations using our community places to deliver services and the number of community groups supported to be successful. By amending the procedure and particularly making small/micro grants more accessible this objective will be met.

2) **Championing People** – An easily accessible, efficiently administered EHCF will meet the the objective of championing people by ensuring that we work in partnership with other agencies to deliver and develop services for families and young people and expand our work with older people beyond our sheltered schemes to support wider communities.

Finally experience shows that the fund allows us to deliver specific health and wellbeing activities informed by our heritage by supporting specialist agencies to deliver related activities at little or no cost to Lawley residents as well as facilitating a more general, communal sense of wellbeing by living in a positive and thriving community.

3) Inspiring learning and sharing – The EHCF provides opportunities for other agencies to learn from BVT (as one of the most longstanding charitable trusts in the country) as well as BVT to learn from specialist and localised partner agencies.

Projects will create positive social and mainstream media coverage, in turn, encouraging others to engage with BVT in Lawley.

4) Innovation - The small grants discretion will allow very small projects that will facilitate startup and newly formed groups “dip their toes in the water” to try out new ideas – everyone can learn what the public may need or desire with minimal financial risk and reduced administration for those willing to try out new ideas in the community.

4. Financial Impact

There is no proposal to increase the EHCF budget cap of £25k per annum. The small grants discretion may cause an increase in uptake that would have a small impact on the following year's community charge but this is not expected to be more than £1 to £2 per household per annum.

5. Value for Money (VFM) Impact

The Community Development and Partnership Officer, working in partnership with the Estates & Stewardship Manager will monitor applications to ensure that there is clear VFM for residents in Lawley.

All small grants issued will be subject to scrutiny by Lawley Management Committee (LMC) at the quarterly business meeting and all grants above the discretion will be subject to approval by the EHCF Panel made up of resident LMC Members and so this aspect of the procedure remains largely unchanged.

Grants given often offer “added value” as groups tend to engage with BVT in terms of assistance or performance at events for example. Whilst this is hard to quantify in exact financial terms the payback/pay it forward value is apparent to all involved.

6. Risk and Assurance Impact

Failure to deliver on the Eileen Hower Fund relates to the following risks as detailed in the Risk Register:

1) Insufficient Community Charge – The fund can be suspended mid-year if it reaches the £25k cap or the funding was needed to be diverted elsewhere in an emergency.

5) Failure to deliver on the Long Term Stewardship Agreement (LTSA) - The LTSA required BVT to deliver certain aspects of community Development (see below) and whilst the EHCF is a successful and popular way in which this is done it is not a specific requirement.

7. Compliance with Relevant Legislation and Regulation

The LTSA requires BVT, as the designated Long Term Stewardship Provider, to deliver the following aspects of community building and development that are largely over and above those that would be expected of a traditional estate management provider and the EHCF helps to deliver these requirements;

- (a) to promote and foster a community spirit;
- (b) to promote a strong volunteer ethic;
- (c) aid social cohesion by creating a sense of wellbeing;

- (d) to promote the Lawley Vision;
- (e) to allow Residents to have a voice in how their homes and the estate and the built environment of Lawley are managed;
- (f) to work with the Parish Council and the Telford & Wrekin Borough Council for the improvement of the general being of the Residents.

8. Equality, Equity, Diversity & Inclusion Impact

The funding is available to all residents of Lawley and to all who support the community in Lawley – applications are welcomed for a wide variety of groups and individuals. Any that were not inclusive in nature would not be approved.

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 EHCF panel is made up of elected resident members.

All small grant's authorised will be reported to the relevant quarterly business meeting of LMC and any comments received will be used to guide future application approvals.

10. Report

During the Eileen Hewer Process Review 2025, we have been making additions, amendments and clarifying the procedure for the Eileen Hewer Community Fund application and approval process.

Involved in this process have been:

- Lawley Management Committee – at both working groups and full committee meetings. Members also form the Eileen Hewer panel.
- Community Development and Partnerships Officer – in charge of administration of the fund.
- Estates and Stewardship Manager and Head of Estates and Stewardship – as managers of the budget and procedure respectively.

Key points of change, we have now provided:

- A detailed procedure for grant giving approval and application. This is now documented with the standard operating procedure format. All documentation has been audited and centralised, this is described in the procedure in Appendix 6A.
- A proposed altered full application form to detail the impact of applications, by including sections that will reduce the need for the panel to ask for more information before making decisions. This will now also include a mandatory monitoring form. Seen in in Appendix 6B.
- Introduction of the Small Grant Discretion section into the procedure. This is accompanied by a Small Grant Application form, attached as in Appendix 6C.
- Stated the intention to reevaluate community assets by setting up a working group from LMC members to plan a management strategy for collective community assts acquired.

The supporting documentation for the report consists of the following Appendices:

- Appendix 6A Standard Operating Procedure - Eileen Hewer Fund
- Appendix 6B Eileen Hewer Fund Application Form 2025-2030
- Appendix 6C Eileen Hewer Fund Small Grant Application Form 2025-2030

Eileen Hewer Community Fund Procedure

Version:	<u>1</u>	2	3	4	5	6	7	8	9	Document Reference:	BI to provide
SOP Format:	Step-by-Step										
Document Author:	Lin Powell Community Development & Partnerships Officer										
Policy Area:	Community Development										
Approved by:	Lawley management Committee								Approval Date:	11-2025	
Supersedes:	N/A								Review Date:	11-2030	
Standard Letters and/or Forms:	1. [Eileen Hewer Fund Application Form 2025-2030] 2. [Eileen Hewer Fund Small Grant Application Form 2025-2030]										

Version	Date Issued	Originator/Modified by	Reason(s) for Change
1	11/2025	Lin Powell	Creation of procedure
2			
3			
4			
5			
6			
7			
8			
9			

Purpose and Scope are only required for those procedures that don't fall into the remit of a relevant policy.

1. PURPOSE

Describe the objective of this SOP, explaining why it is needed and what it aims to achieve.

Bournville Village Trust (BVT) is committed to providing community support and development opportunities to the residents of Lawley in line with our aims and values as a charitable trust. This is in line with BVT's community aims and values as a charitable trust (for further details see Figures 1 and 2 in Appendix A).

As a part of this commitment, BVT oversees a community fund which awards grants yearly to groups working for the benefit of the community and Lawley residents. The community grants are funded by the BVT **charge payers' contributions**.

The community fund itself was renamed **Eileen Hewer Community Fund (EHCF)** in 2017 by the Lawley Management Committee, in honour of Eileen Hewer, a local resident who sadly passed away in 2016, after contributing years of community work in Lawley.

The fund is intended to have a light touch approach to encourage applications, particularly from grass-roots organisations and applications completed by community volunteers. We encourage a **'pay it forward'** style with a value-added approach, where applicants build connections in their community and join in with future opportunities.

2. SCOPE

Specify the boundaries of the SOP, including the processes, teams, and locations it applies to.

Grants can also be given to projects that enhance the environment or provide facilities for the community to use. Previous funding has supported equipment for local groups, operational costs, community events and charitable causes.

Applicants are asked to provide details about their project, the organisation, and the expected benefits for Lawley residents.

Key points to note:

- The fund is designed to be **'Lawley-centric'**. Projects, events or equipment funded must be of benefit to the local area or residents of Lawley in some way.
- The applications will be considered on a **case-by-case basis**. There can be some precedents set by decisions made for previous applications; however, all applications will be considered once submitted.
- Applications are reviewed and voted on by the **Eileen Hewer panel (EH panel)**. The panel comprises of elected members of the **Lawley**

Management Committee (LMC), which is resident-led to represent BVT charge payers.

- Any unspent funds, equipment, or assets purchased with the grant that are no longer required by the group or are no longer being used in line with the terms of the grant, will be **returned to the fund**.

3. RESPONSIBILITIES

List roles and responsibilities of individuals involved in executing this procedure. Clearly define their tasks and decision-making authority.

- Applicant e.g. Community Group** - Complete application, research costs, deliver project.
- Community Development and Partnerships Officer** - Receive application and support group, report application to committee, liaise between stakeholders, report decision from committee to group, arrange payment, work with groups for community collaborations, review yearly cycle of grants, report outcomes, seek out new applicants/projects.
- EH panel as part of LMC** – LMC Chair calls panel, all read applications, attend panel meetings, vote on applications for committee decision, Chair reports decision to Officer.
- BVT Corporate** – Accounts team process payments, Estates team complete supporting administration, Communications Officer promotes fund, Exec team manage budget with LMC.
- The EHCF is advertised on social media, our BVT website and promoted by the **Estates Team**, particularly the Community Development and Partnerships Officer.

Who should get the reported information and how?

- Residents** – Updated on spending by Community Charge letter, LMC Papers and public accounts published on website.
- LMC** – Receive the suitable applications for voting with total amount of fund remaining for the year and an annual summary.
- BVT Management** - Receive report of successful applications and applications declined, plus funding tracking.
- Wider stakeholders** – Case studies of success stories on social media.

4. DEFINITIONS & ACRONYMS

Define any technical terms, abbreviations, or industry-specific jargon to ensure clarity.

Abbreviation/Term	Definition
BVT	Bournville Village Trust

EHCF	Eileen Hewer Community Fund
EH panel	Eileen Hewer panel
LMC	Lawley Management Committee
The Officer	Community Development and Partnerships Officer
E&S Manager	Estates and Stewardship Manager for Lawley
Estates Team	Estates and Stewardship team for Lawley
LMC Chair	Chair of the Lawley Management Committee
BVT Managers	Head of Estates and Stewardship, Director of Communities, Communities Manager
Comms Officer	Customer Communications Officer

5. PROCEDURE

Provide a clear, step-by-step breakdown of the process.

5.1 Step 1 – Application			
<i>Process map ref.</i>	Applicants should submit their completed application form to the Lawley Stewardship inbox. To be considered for funding, applicants must demonstrate that their project meets the eligibility criteria and explain its potential impact on Lawley residents. Applicants may contact the Officer beforehand for guidance or support with their application.	<i>Applicant</i>	<i>Blank application form and FAQs provided. Submit completed application form.</i>
5.2 Step 2 – Support from Officer			
<i>Process map ref.</i>	Community Development and Partnerships Officer (“the Officer”) will work with applicants to develop an application where needed. The Officer does not screen applications.	<i>Officer</i>	<i>Offer support applicants via meetings, email, phone.</i>
5.3 Step 3 – Officer contact Chair			
<i>Process map ref.</i>	Once an application has been submitted, the Officer informs the LMC Chair and forwards the application form along with any supporting documents. This must be done two weeks before the scheduled panel date to allow time for the members to assess the materials.	<i>Officer</i>	<i>Email contact.</i>
5.3 Step 4 – Chair selects panel			
	The LMC Chair notifies the LMC of the application and invites available members to volunteer for the EH panel. A standing EH panel meeting is scheduled monthly in the	<i>LMC Chair</i>	<i>Email or phone contact.</i>

	calendar. If there are no applications for that month, the panel does not meet. The Chair selects the panel members and circulates the documents to the panel.		
5.3 Step 5 – Meeting is held			
	Meetings are held either in person or via Microsoft Teams. The LMC Chair leads the EH panel, with the Officer attending for reporting, and to provide context where needed. The Officer briefly outlines the applications to the panel, discussions may be held, the Chair proposes a vote and a decision is made. On occasion, if a decision cannot be made, further information can be requested and a decision can be made when conditions have been satisfied, this could be via a follow up email to the panel.	<i>LMC Chair EH panel Officer</i>	<i>Meeting in person or via Microsoft teams online.</i> <i>For further guidance for the Chair and Panel see Appendix B</i>
5.3 Step 6 – Officer processes successful application			
	The Officer records notes of the panel's decisions, reports outcomes to BVT management and the applicants, and oversees payments and monitoring where necessary. Successful applicants will receive an offer letter and must sign to agree to the terms before payments are made. An example offer letter can be found in Appendix C.	<i>Officer Estates Team Accounts team</i>	<i>Use of Microsoft suite to complete tasks.</i> <i>Payment systems</i>
5.3 Step 7 – Applicant delivers project			
	The applicants deliver and manage the projects/events and then feedback to the Officer. Applicant will submit receipts and complete the post project evaluation form	<i>Applicant</i>	<i>Set in the terms of the application in their offer letter.</i>
5.3 Step 8 – Communication of outcome and impact			
	This information will be shared with LMC quarterly, and with the community via the Customer Communications Officer. See Appendix D for example press release.	<i>Officer Comms Officer</i>	<i>Eileen Hower Grant Tracker Sheet</i> <i>All documentation of the grants is stored on the BVT shared drive to ensure the team have</i>

			access to details.
5.3 Step 9 – Changes for small grants discretion			
Some grant applications are smaller than others and do not need to be referred to the EH panel. To streamline the application process, the LMC may delegate authority to the Officer to act on the committee's behalf, using their instruction:			
	9a. Applicants would need to complete a small grants application . This is a reduced version of the full application for up to £2000 per year.	<i>Applicants</i>	<i>Blank small grants application form and FAQs provided.</i> <i>Submit completed application form.</i>
	9b. The E&S Manager may approve the small grant at the suggestion of The Officer approve small grant applications up to a maximum of £300 per grant without requiring a committee vote, this is known as small grant discretion.	<i>Officer</i> <i>E&S Manager</i>	<i>Review completed application form.</i> <i>Eileen Hower Grant Tracker Sheet.</i>
	9c. The Officer must provide a quarterly report to the LMC detailing all small grants approved under this discretion.	<i>Officer</i>	<i>Eileen Hower Grant Tracker Sheet.</i>
	9d. Applicants would need to complete a small grants evaluation form .	<i>Applicants</i>	<i>Blank small grants evaluation form</i>
	9e. If applicants wish to follow up a small grant application and upgrade to the full grant within the year, they may do so but will be required to complete the full application form for the EH panel and their small grant will be deducted from the maximum £2000 yearly total.	<i>Applicants</i>	<i>Repeat the procedure steps 1-8.</i>

(Continue adding steps as needed.)

6. SAFETY & COMPLIANCE CONSIDERATIONS

Outline any health, safety, legal, or regulatory requirements that must be followed during the process.

BVT are required by the **Long-Term Stewardship Agreement** for Lawley to provide community support and development opportunities. This is in line with BVT's community aims and values as a charitable trust.

The budget for the EHCF is set by LMC and approved annually by the BVT Executive Committee and Long-Term Stewardship Group. The funds are provided by BVT residents as part of the BVT community charge and this is currently capped at a **maximum of £25,000 per year**, as approved by the LMC annually. Applications per group or project are **up to £2000** and these are refreshed annually subject to a new application.

In accordance with the light touch aims of the funding process, the monitoring conditions have been simplified compared to other grant-giving bodies. Currently we ask for photos of equipment or activities, receipts where applicable and a written quote we can use from the organisers to demonstrate the impact of the grant.

As part of the Eileen Hewer Process Review 2025, the Officer is developing a short monitoring form. This will be presented along with the application to manage expectations around receiving the grant and provide a way of collecting constructive feedback without becoming time consuming.

Community Assets - Requests have started to be made for equipment that can be shared by multiple organisations within the community and that supports **collective use**, thus reducing funding needs and individual asset storage.

A recent example of this is a set of 30 litter picking items and hi-vis vests. They were funded by the EHCF, purchased by BVT via the Officer, and are regarded as an asset that community groups and residents in Lawley can use. Currently, they are being stored at Lawley Village Academy School and are regularly used by various groups.

There are considerations around the logistics, ownership, and management of these assets. So far, we have been approving insurance, storage, usage and other considerations on a case-by-case basis. **LMC are setting up a working group to investigate solutions as part of the Eileen Hewer Process Review 2025.**

7. TOOLS & EQUIPMENT REQUIRED

List any tools, software, or materials required to complete the procedure.

Use of the Microsoft suite to produce the following:

- Blank application forms and FAQs
- Eileen Hewer Grant Tracker Sheet
- EH Added value tracker
- Offer letters to successful applicants

Access for financial systems via Accounts team with BVT.

8. RECORDS & DOCUMENTATION

Describe any records that must be kept, where they are stored, and how long they must be retained.

The Officer tracks the applications and spending monthly and produces reports to inform stakeholders. This is also monitored independently by the BVT Accounts team with regular budgeting reports completed and shared. A tracker spreadsheet has been created by the BVT Estates team, holding information about the grants, applicants and status of grant within the protocol.

Notes are taken and kept on record by the Officer from the EH panel meetings and these show a record of the applications heard, general points of discussion and the voting decision. These are not full minutes. Offer letters are sent to applicants and a signed receipt of the terms is returned by applicants before payments are processed, this is kept on file.

Document/ Form	Purpose	Storage Location	Retention Period
Eileen Hower Grant Tracker Sheet	Tracker spreadsheet created by the BVT Estates team, holding information about the grants, applicants and status of grant within the protocol.	P:\02 Communities\03 Estates & Stewardship\10 Community\5. Grants & Funding\2. Lawley Grants & Funding\Eileen Hower Fund	Ongoing
Budget Reports	For Accounts team to manage budgets and communicate with budget holders.	Within Accounts system for BVT	Monthly and annually
EH panel notes	Notes are taken Officer from the EH panel meetings and these show a record of the applications heard, general points of discussion and the voting decision.	Kept in the corresponding yearly folders: P:\02 Communities\03 Estates & Stewardship\10 Community\5. Grants & Funding\2. Lawley Grants & Funding\Eileen Hower Fund	Historic records
Quarterly community development report for LMC	Officer tracks the applications and spending monthly and produces reports to inform stakeholders.	P:\02 Communities\03 Estates & Stewardship\10 Community\6. Impact Assessments\Lawley\Monthly & LMC Community Reports	Quarterly
Monthly communities report	Officer tracks the applications and spending monthly and	P:\02 Communities\03 Estates & Stewardship\10 Community\6. Impact	Monthly

	produces reports to inform BVT Managers.	Assessments\Lawley\Monthly & LMC Community Reports	
Blank application forms and FAQs	Application form (full or small grant) and FAQs send directly to applicants via email and available for public on BVT website.	Available for staff: P:\02 Communities\03 Estates & Stewardship\10 Community\5. Grants & Funding\2. Lawley Grants & Funding\Eileen Hewer Fund\EH Review & Application form Website: Lawley Village - Eileen Hewer Community Fund	Ongoing
Completed application forms	Completed forms from applicants are stored for monitoring and emailed/presented to the EH panel.	Kept in the corresponding yearly folders: P:\02 Communities\03 Estates & Stewardship\10 Community\5. Grants & Funding\2. Lawley Grants & Funding\Eileen Hewer Fund	Historic records
Offer letters, payment details, quotes, receipts, photos, press releases and monitoring documents	Files specific to the application and applicant are stored in a folder on the shared drive for auditing and use of case precedent for EH panel.	Kept in the corresponding yearly folders: P:\02 Communities\03 Estates & Stewardship\10 Community\5. Grants & Funding\2. Lawley Grants & Funding\Eileen Hewer Fund	Historic records
EH Added value tracker	Document detailing interactions with successful applicants and the impact of their grants on the community.	Kept in the corresponding yearly folders: P:\02 Communities\03 Estates & Stewardship\10 Community\5. Grants & Funding\2. Lawley Grants & Funding\Eileen Hewer Fund	Ongoing
Monthly KPI data	Collated to track E&S team monthly performance and reported to committee and exec.	Kept in the corresponding yearly folders: P:\20 Shared Work Streams\Estates & Stewardship\Performance	Ongoing

APPENDIX A – GUIDANCE FOR APPLICANTS FAQs

EILEEN HEWER COMMUNITY FUND APPLICATION PROCESS - FREQUENTLY ASKED QUESTIONS

Q1. What is the Eileen Hower Community Fund?

Bournville Village Trust (BVT) are required by the long term stewardship agreement for Lawley to provide community support and development opportunities. This is in line with BVT's community aims and values as a charitable trust. The Community Fund itself was created in 2017 by the Lawley Management Committee to honour Eileen Hower, who sadly passed away in 2016. Eileen was a Lawley resident who worked tirelessly to make sure residents' voices were heard, through her role as chair of Lawley Village Community Association and as a member of the Lawley Management Committee. The Eileen Hower Community Fund awards grants yearly to groups working for the benefit of the community and Lawley residents. The community grant is funded by the BVT charge payer's contributions.

Q2. How do I complete an application?

The application form asks for details of the project, organisation and the anticipated benefits to Lawley residents and the wider community. There is a section on costings where details of the spending are required. Groups or organisations seeking a grant must complete the application form and email it to the address lawleystewardship@bvt.org.uk. Applications from groups and organisations are reviewed by the Lawley Management Committee and are voted on by members, at which there are always Lawley residents present. Applications should ideally have several quotes to show value for money and groups/organisations must also provide receipts on request. A grant cannot be paid to individuals directly. The application decision will be communicated with you within 14 days of the meeting. The grant must be used for the stated purpose on the application and we require you to complete an evaluation form for your completed project.

Q3. Is my group/project eligible for a grant?

If you run or belong to a community group or organisation that are based in or benefit the Lawley community, you could apply for a grant of up to £2,000 yearly. In addition, grants can be given to projects that enhance the environment or provide facilities for Lawley residents to use. You will need to be able to provide receipts. This fund cannot be paid to individuals, however there are circumstances where equipment/supplies can be purchased by BVT through the grant. For example, if it is for a community project being delivered by an individual. Please contact us for guidance if you are unsure.

Q4. How do I make my application successful?

To be successful in your application it is suggested to include: numbers/percentages of Lawley residents who will benefit/participate, obtain more than one quote to demonstrate good value for money, include details of any match funding or other funding streams for the project and state any community collaborations the project may lead to (i.e. if there are other groups across the community who may benefit from this project outside of your organisation). We will gladly work with you during the application procedure to support your grant bid.

Q5. What have previous grants paid for?

Previous grants have paid for kits for youth football teams, new play equipment for nurseries, supporting the training of a professional coach for Lawley Running Club, buying new event equipment for a school, providing storage and tents for Lawley Scout Group, paying for Lawley Walkers group tops, supported the Lawley Village Youth Group, supported community events/celebrations and contributions to charitable causes.

Q6. What are BVT's aims and values?

BVT's mission is to create and sustain communities where people can thrive. Please see Figure 1 for details of our aims and Figure 2 for our values. Please consider these themes when writing your application.

Figure 1 – BVT Company Aims



Figure 2 – BVT Company Values



APPENDIX B - Meeting format, guidance and success stories

Format of the EH panel

The LMC Chair will call the EH panel when an application has been received in that month, and LMC members are invited to volunteer to participate in the voting panel. The panel members for that month will receive the applications and any supporting information to read in advance of the meeting.

The LMC Chair will lead the meeting, members may ask questions about the applications and have discussions. Then the Chair will propose a vote for members to decide if the funding should be awarded to the applicant. The panel are delegated with authority to vote on these applications without further approval from the full committee but may decide to refer a matter to the full LMC if they feel this is required.

Guidance for the EH panel

- Each case is to be assessed on its own merit; however, it may be relevant to refer to previous applications for comparisons that aid discussions on the viability or impact of applications.
- Decisions when voting for applications should be in line with the LMC terms of reference. Conflicts of interest should be raised with the LMC Chair and the member should, normally, recuse themselves from the panel unless otherwise agreed with the Chair.
- Not all applications will come directly within the Lawley region; some may support activities in other locations that Lawley residents attend. For example, sporting groups, where the facilities are not available in the local area, meaning our residents travel to access them.
- There may be instances of Ltd or profit-making companies applying for grants, which may be acceptable if they are for the benefit of the community and our residents. This will depend on the unique circumstances of the applications, for example an open community event being facilitated by a company may still be eligible. Where this is the case a detailed breakdown of costs would be expected and whilst overheads may be covered by the grant no profit should be made by the element of the project funded by the fund.
- There are no minimum numbers of residents to be involved and there are many ways of measuring benefit or impact to the community. The idea is that the fund is 'Lawley-centric' but there are no set criteria of how to accomplish this, it is for the applicants to explain to the EH panel in their application. This may include added value and community collaborations.
- There is no requirement for match funding to access the EHCF grants. Some organisations may have other funding sources and BVT may contribute to the projects in additional ways also. Safeguarding is in place for instances when individuals without counter-signed bank accounts are awarded grants for specific community purposes, for example BVT may purchase items on behalf of the applicant and this will be agreed with the Estates & Stewardship

Manager in advance of the application being submitted to the EH Panel and will be clearly explained.

Guidance for applicants

- No idea is too big or too small, we encourage all applicants to apply and work with us. As members of the local community, they are best placed to tell us what Lawley needs, and we welcome new ideas and initiatives. Our aim at BVT is to support the community and our residents to shape the services, environment and opportunities that they would like to see.
- Essentially, all applicants will need to do is complete a short application form, this can be handwritten or computerised and BVT are happy to support his process. To make applications successful we encourage applicants to research costs, to find the best options to deliver the project and provide value for money. We offer our applicants an FAQs fact sheet with the application to support them, this is found in Appendix B.
- **A key avenue of support we provide from BVT is the advice and information from the Community Development and Partnerships Officer from the Estates & Stewardship team.** The Officer will work with applicants to develop their applications, give insight into similar projects/grants, help take them through the application process and suggest opportunities for future collaborations.

Success stories for applicants

- **Grants can be spent in a variety of ways**, previous examples include: equipment, room hire, IT/ PA system/Radios, insurance, staffing/running costs to keep activities local, community assets, security features to stop ASB, digital inclusion, outdoor improvements, setting up a group, PPE equipment/ clothing, community events, uniforms/group clothing, community celebrations, transport, health screening.
- **Successful applicants in recent years** have included: Citizens Advice, Lawley Scout Group, Telford Steam Railway, Lawley Running Club, Lawley Guide Group, Lawley Village Line Dancing Club, Community Volunteer Network, Lawley Lightmoor Comets FC, Lawley Walkers, Coronation Celebration, Ironbridge Lions, Lawley Community Association, Lawley Primary PTFA, Platinum Jubilee Celebration, Lawley Village Youth Group, Telford Interfaith Council, Lawley Community Safety Event, Community Litter Picking Kit, Summerfest event, Lawley Community Association, Telford Concert Band.
- **Added value examples** – Supplying volunteers to help other community projects, promoting our activities and services to their stakeholders, delivering free activities and demonstrations for the community, supporting partnerships and aiding networking opportunities, participating in consultations, providing

free use of venues for joint community events, providing stewardship of community assets, pooling resources/funding, charity fundraising.

- **Social media press releases** – The Communications Officer may complete releases for applications with notable success stories and release to local media organisations such as Telford Live, Shropshire Star and BBC Shropshire. See Appendix D for an example.

APPENDIX C – EXAMPLE GRANT OFFER LETTER

PAGE 1

Date #####

Dear ###,

I am delighted to be able to confirm that your application to the Eileen Hewer Community Fund has been successful and ##### is to be awarded a grant of up to **£2000**, for costs of #####, subject to the following conditions:

1. You submit quotes for the items prior to purchasing, if you haven't in your application.
2. You acknowledge Bournville Village Trust (BVT) in any publicity including social media where possible.
3. You agree to provide photographs of the equipment / activity for BVT to use to promote its work in the area.
4. The funds will be paid in one instalment by direct bank transfer into your nominated account. This account will be of Clubs / Society account, and not a personal one. It must have more than two signatures. Evidence of this will be supplied by you along with acceptance of these conditions.
5. The Grant will only be spent on the items of equipment and activity specified in your application. Any variation will need to be agreed with BVT's Estates and Stewardship Manager.
6. You will provide evidence of spending (for example receipts) and complete the post project evaluation form, within 6 months or within a timeline agreed with BVT.
7. If these conditions are breached, the group folds or any funds are unused, then BVT reserves the right to reclaim the funds/ equipment.

I hope these conditions don't seem too onerous, and please feel free to discuss with me if you are uncertain of anything. I'd also like to congratulate you on your successful application to the fund and to thank you sincerely for the good work you are doing in the community. We are very proud of you.

Yours sincerely,



Lindsey Powell
Community Development and Partnerships Officer

APPENDIX C – EXAMPLE GRANT OFFER LETTER CONTINUED...

PAGE 2

FORM TO BE RETURNED SIGNED WITH LETTER BEFORE PAYMENT:

Date #####

Grant Agreement

I agreed to the terms of the grant application for the Eileen Hewer Community Fund as set out by BVT.

Applicant: #####

Signed:

Name Printed:

Date:

APPENDIX D – EXAMPLE PRESS RELEASE FROM 2025

DRAFT PRESS RELEASE

Scout group thrives thanks to community grant

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

The grant of nearly £2,000 from the Eileen Hower Community Fund, managed by Bournville Village Trust, has ensured Lawley Scout Group continued to grow and support young people in 2024.

The funding provided Lawley Scout Group with a safe space to meet, learn and grow; without it the group would have struggled to cover rent costs.

Jaimie Ramsay, Lawley Group Scout Leader, said: "Thanks to the grant from the Eileen Hower Community Fund, Lawley Scout Group has continued to provide young people with invaluable skills for life.

Without this funding, we would have struggled to cover rent costs, putting our activities at risk. Because of the grant, we have been able to focus on what truly matters - helping young people gain confidence, resilience, and essential life skills, all whilst having fun and making unforgettable memories."

Eileen Hower was an inspirational resident in Lawley who sadly passed away in 2016 after contributing years of community work to make a difference to people in the village. The community fund was renamed in her honour.

Jaimie Ramsay, Groups Scout Leader, continued: "I knew Eileen personally and how much she loved our community and how much she loved children, so this grant has special meaning to me."

In addition to Lawley Scout Group, the Eileen Hewer Community Fund awarded grants to the Lawley Guide Group, Lawley Running Club, Lawley Village Line Dancing Club, Community Volunteer Group for Lawley, Lawley and Lightmoor Football Club Under7s and Telford Steam Railway last year.

Local community groups or organisations based in Lawley or that benefit Lawley residents, can apply for a grant of up to £2,000 annually. Grants can also be given to projects that enhance the environment or provide facilities for the community to use.

Further details and an application form to apply for a grant are available from <https://bvtlawleyvillage.org.uk/your-village/eileen-hewer-community-fund>.

Applications are reviewed and approved by the resident-led Lawley Management Committee. For further information, please email lawleystewardship@bvt.org.uk

Photographs shows: Lawley scouts visiting a local fire station.

Ends

Media contact

For further information, please contact: Donna Charway on 07515 066234 or email donnacharway@bvt.org.uk

NOTES TO EDITORS

Bournville Village Trust

Bournville Village Trust (BVT) is one of the Midlands' longest-serving independent charitable trusts. It provides a range of services from estate management and commercial premises to affordable housing and community support services that help people thrive. As a not-for-profit, all its surplus is ploughed back into the homes, facilities, and communities it manages. It works within more than a dozen diverse communities in south and central Birmingham and Telford and aims to create and sustain communities where people can thrive. It was founded by social reformer George Cadbury in 1900 and provides services to 8,000 homes and 25,000 people.

Website: www.bvtlawleyvillage.org.uk

Facebook: www.facebook.com/BVTLawleyVillage

X: www.x.com/BVT_Lawley

EILEEN HEWER COMMUNITY FUND

APPLICATION FORM

Please complete the following sections with brief explanations of your requirements. Use the frequently asked questions section at the end to help you, there are some tips for making your application successful. Email your completed application to the address lawleystewardship@bvt.org.uk or contact us if you need any support completing your application.

APPLICATION SUMMARY:	
Project Title	
Applicant/Group Name	
Contact Person	
Grant Value Sought (Up to Max £2000)	
Email	
Telephone	
Contact address	
State the location of project	
Date submitted	
Expected completion date of project	

ABOUT YOUR ORGANISATION:	
Please briefly describe your organisation / group.	
Please briefly summarise your group's main aims and targets.	
Does your organisation have a bank account with at least two independent signatories?	Please circle: Yes or No

ABOUT YOUR APPLICATION:		
Please briefly describe the proposed project.		
Please describe how your project will benefit Lawley residents.		
Estimate the number of people who will benefit.	Total Number of People:	Number of Lawley Residents (if possible):

FINANCIAL COSTS:				
- Please add in the items you wish to buy for your project, including those sought from other funding sources. - Please provide quotes where possible as this will make your group's applications more likely to be successful. We will need receipts of purchases.				
Item	Description (May include photos)	Quote 1 (Including website link if possible)	Quote 2 (Including website link if possible)	Estimated Cost
Please continue on a separate sheet if needed or add attachments.				
ESTIMATED GRANT VALUE SOUGHT:				£
TOTAL COST OF PROJECT FROM ALL FUNDING SOURCES:				£
MATCH FUNDING:				
Please state do you have any match funding? (Funding from other sources)		Please circle: Yes or No		
If yes please detail how much, where from and any conditions to be upheld.				

EVALUATION:	
Please explain how you will measure / assess the success of your project?	
What are the expected long-term impacts of your project? (Consider BVT's Aims and Values in FAQs)	
Can you think of any community collaboration opportunities for the project or with your group in the future? (e.g. Could other groups benefit from or be included in your project?)	

Now please return your application to: lawleystewardship@bvt.org.uk

Your application will be considered at the next meeting of the Eileen Hewer Panel. You will be notified of the decision within 14 days of the meeting. You will be asked to complete a short evaluation form to assess the impacts of successful grants.

For details of other funding schemes please contact us or the partners below:
clerk@lawleyoverdale.org.uk for Lawley and Overdale Parish Council
or safestronger@telford.gov.uk for Lawley Community Consortium

EILEEN HEWER COMMUNITY FUND

POST PROJECT EVALUATION FORM

At the end of your project or when requested by BVT, please complete the following sections with brief explanations of the impact of your group's funding. Email your completed evaluation form to the address lawleystewardship@bvt.org.uk or contact us if you need any support completing this.

GRANT SUMMARY:	
Project Title	
Applicant/Group Name	
Contact Person	
Amount awarded £	
Email	
Telephone	
Year Grant Awarded	
Date Evaluation Form Submitted	

ABOUT YOUR GRANT:		
Please describe how your project has benefited Lawley residents.		
State the number of people who benefited.	Total Number of People:	Number of Lawley Residents (if counted):
Please include and/or attach photographs and receipts of how your grant has been used.		

EVALUATION:	
Please detail any successes of your project.	
Please share any challenges you have faced with this project and learning from this.	
What are the expected long term impacts of your project?	
Has your project led to any community collaborations? (i.e. links to other groups)	
Can you think of any future community collaboration opportunities related to your group/project?	

Thank you for your engagement with Bournville Village Trust, we appreciate your feedback. Now please return your application to: lawleystewardship@bvt.org.uk

For details of other funding schemes please contact us or the partners: clerk@lawleyoverdale.org.uk for Lawley and Overdale Parish Council or saferstronger@telford.gov.uk for Lawley Community Consortium

EILEEN HEWER COMMUNITY FUND

APPLICATION PROCESS - FREQUENTLY ASKED QUESTIONS

Q1. What is the Eileen Hower Community Fund?

Bournville Village Trust (BVT) are required by the long term stewardship agreement for Lawley to provide community support and development opportunities. This is in line with BVT's community aims and values as a charitable trust. The Community Fund itself was created in 2017 by the Lawley Management Committee to honour Eileen Hower, who sadly passed away in 2016. Eileen was a Lawley resident who worked tirelessly to make sure residents' voices were heard, through her role as chair of Lawley Village Community Association and as a member of the Lawley Management Committee. The Eileen Hower Community Fund awards grants yearly to groups working for the benefit of the community and Lawley residents. The community grant is funded by the BVT charge payer's contributions.

Q2. How do I complete an application?

The application form asks for details of the project, organisation and the anticipated benefits to Lawley residents and the wider community. There is a section on costings where details of the spending are required. Groups or organisations seeking a grant must complete the application form and email it to the address lawleystewardship@bvt.org.uk. Applications from groups and organisations are reviewed by the Lawley Management Committee and are voted on by members, at which there are always Lawley residents present. Applications should ideally have several quotes to show value for money and groups/organisations must also provide receipts on request. A grant cannot be paid to individuals directly. The application decision will be communicated with you within 14 days of the meeting. The grant must be used for the stated purpose on the application, and we require you to complete an evaluation form for your completed project.

Q3. Is my group/project eligible for a grant?

If you run or belong to a community group or organisation that are based in or benefit the Lawley community, you could apply for a grant of up to £2,000 yearly. In addition, grants can be given to projects that enhance the environment or provide facilities for Lawley residents to use. You will need to be able to provide receipts. This fund cannot be paid to individuals, however there are circumstances where equipment/supplies can be purchased by BVT through the grant. For example, if it is for a community project being delivered by an individual. Please contact us for guidance if you are unsure.

Q4. How do I make my application successful?

To be successful in your application it is suggested to include: numbers/percentages of Lawley residents who will benefit/participate, obtain more than one quote to demonstrate good value for money, include details of any match funding or other funding streams for the project and state any community collaborations the project may lead to (i.e. if there are other groups across the community who may benefit from this project outside of your organisation). We will gladly work with you during the application procedure to support your grant bid.

Q5. What have previous grants paid for?

Previous grants have paid for kits for youth football teams, new play equipment for nurseries, supporting the training of a professional coach for Lawley Running Club, buying new event equipment for a school, providing storage and tents for Lawley Scout Group, paying for Lawley Walkers group tops, supported the Lawley Village Youth Group, supported community events/celebrations and contributions to charitable causes.

Q6. What are BVT's main aims and values?

BVT's mission is to create and sustain communities where people can thrive. Please see Figure 1 for details of our aims and Figure 2 for our values. Please consider these themes when writing your application.

Figure 1 – BVT Company Aims



Figure 2 – BVT Company Values



EILEEN HEWER COMMUNITY FUND

SMALL GRANT APPLICATION FORM

Please complete the following sections with brief explanations. Email your completed application to the address lawleystewardship@bvt.org.uk

YOUR DETAILS:	
Applicant/Group Name	
Contact Person	
Email	
Telephone	

FINANCIAL COSTS:	
Item Description <i>(Please add in the items you wish to buy for your project, continue on a separate sheet if needed. May include link / photos)</i>	Estimated Cost
Total Small Grant Value Sought (Up to Max £300)	

ABOUT YOUR APPLICATION:	
Please briefly describe what your small grant will be used for.	
Explain what you think the impact of this grant will be or what it will contribute towards.	<i>For example:</i> (1) <i>If it is a raffle prize for charity fundraising, explain what you are fundraising towards and why.</i> (2) <i>If it for equipment for a group, explain the benefits to the group or community.</i>
Please give a short quote that we can use about what the grant means for your group or project.	

We kindly ask that you to share feedback of how your grant was used for our stakeholders. This may be photos, a quote we can publish on social media or an example of how you have helped the community.

Your application will be considered by the Estates & Stewardship Manager, with delegated authority from the Eileen Hewer Panel. You will be notified of the decision within 14 days of submission. If your grant is approved, you will be asked to then provide receipts as proof of purchase.

You may wish to upgrade to the full grant of up to £2000 later. If so, you will need to complete the full application form for the Eileen Hewer Panel, and your small grant will be deducted from the maximum £2000 yearly total.

Lawley Management Committee	
Date	15 th November 2025
Item 7	Financial Support Scheme Report
Author	Nick Freeman Estates & Stewardship Manager
Contact Details	nicholasfreeman@bvt.org.uk



1. Purpose of Report

To present the outcome of reviewing the provision of financial support to residents in relation to the Lawley Community Charge.

2. Recommendation/s

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

3. Link to Strategic Aims, Objectives and Values

BVT is a values-led charitable trust working to create and sustain communities where people can thrive and so will always strive to be more than a housing provider or estate management company and will consider innovative approaches to delivering and funding the service delivered to all of the residents in Lawley.

This report and proposal aligns with the following Aims, Values and Objectives of BVT as laid out in the 2023 10 year corporate plan;

1) **Championing People** – consideration was given to how all residents, but particularly those who may be experiencing financial hardship, could be assisted in paying the annual Community Charge used to pay for BVT's services to residents in Lawley.

2) **Innovation** – Consideration was given to the idea of being able to provide financial support to residents – this was a new idea proposed by LMC members at their meeting of November 2024.

3) **Building organisational strength** – The Officers feel the Financial Assistance Scheme could potentially cause concerns in budget that is otherwise well controlled and meets the needs to deliver an efficient and effective Stewardship Service to the residents of Lawley.

4) **Fairness** – The Officers were not able to devise a scheme that would be considered fair by all homeowners in Lawley (since some would have to pay more to finance the grants given to others) – the current Community Charge is considered fair since all homeowners pay the same charge for the services delivered by BVT in Lawley.

5) **Integrity** – The Officers believe that the current arrangements whereby homeowners are able to make bespoke arrangements with BVT's Income Support Team should they find themselves in

difficulty already meet the threshold of “Doing the right thing” and that ad hoc grants to some members of the community would not enhance that service.

4. Financial Impact

There would be a financial impact on all residents in Lawley since any funding for this proposal would need to be met from the Community Charge budget.

Whilst some people would benefit from a partial or whole payment from the fund, others would need to pay an increased Community Charge to meet the deficit the payments would create. See Appendix 1, presented to Committee at its working group meeting of 2nd September 2025.

There would also be an impact on officer time (and therefore cost) evaluating applications to ensure fairness and probity.

The Lawley Community Charge budget would need to remain at the same level overall.

5. Value for Money (VFM) Impact

The Officers had numerous discussions and meetings to “workshop” the idea but were not able to suggest a system that would be fair, be able to make a significant contribution to residents in need and offer value for money to the residents in Lawley.

6. Risk and Assurance Impact

1) Insufficient Community Charge & 5) Failure to deliver on the Long Term Stewardship Agreement (LTSA) - There is a risk that insufficient provision will be made in the fund for all those who may apply and meet the set criteria, which could result in or increase a deficit and, in turn, affect service delivery.

7. Compliance with Relevant Legislation and Regulation

There is no requirement for BVT to provide such a fund in law, regulation, the TP1 document nor the Long Term Stewardship Agreement, and so not providing this fund has no implications with regard to those issues.

If the fund were to be delivered there could be significant challenges in regard to data protection due to some kind of means testing being required.

There could be legal challenges to any scheme set up since the TP1 (Definitions Section) clearly lays out a formula for calculating each home’s Community Charge as being the *total cost of delivery of the service/the total number of homes in the scheme*.

8. Equality, Equity, Diversity & Inclusion Impact

The fund would be available to apply for by all residents but would, by necessity, need to be means tested, and so would risk some people feeling that they had not been dealt with equitably – for example, if someone failed to meet the criteria by a small margin and so was denied a grant.

The current system, where all homeowners pay exactly the same charge, is equitable. The existing provisions for residents experiencing hardship, managed by the specialist Income Services team, allow for payment plans and reasonable adjustments to be made, and work well. This is evidenced by the KPI of less than 2% arrears, which has been consistently met for over 2 years.

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 Committee received a presentation from the Officers in September on this subject and were able to discuss the matter in full.

10. Report

The Officers recommend that the Financial Assistance Scheme is not adopted at this time, but can be subject to review at a later date if circumstances allow.



Financial Assistance Opportunities In Lawley

Nick Freeman

Estates & Stewardship Manager, Lawley.

BACKGROUND

- In November 2024, a suggestion was made at LMC that BVT may be able to offer financial assistance to residents in hardship and struggling to pay the community charge.
- It was explained during the meeting that no fund existed for this assistance and so Officers were tasked with investigating any possible funding options that may allow this to happen.

INVESTIGATION

- During 2025 managers discussed at several meetings how the assistance programme could be financed.
- Opportunities for external funding were explored but none were found.
- Officers considered whether the Eileen Hewer fund could be, in part, diverted to assist with this funding but since the fund is “topped up” each year from the community fund this was not deemed to be suitable.

INVESTIGATION

Consideration was given to setting up a fund, similar in operation to the Eileen Hewer fund, to support residents in need but a number of challenges were identified:

1. The fund costs would have to be met by the Community Charge and therefore would represent a de facto additional charge on all residents who did not draw down from it.
2. The team establishment, including number of staff and skill sets, does not allow for collecting information and assessing some kind of means testing to ensure the fund was properly used.
3. The TP1, Clauses 10.1 and 10.2, which is the legal agreement between residents and BVT lay out what the Long Term Stewardship Provider should deliver and does not make provision for a fund of this kind and so challenges against this charge may be difficult to defend.
4. There is no evidence that such a fund is required in Lawley. The arrears KPI of less than 2% against the invoiced Community Charge figure is on target to be met well before the year end which indicates that the vast majority of resident can and do pay the charge.

CURRENT ASSISTANCE ARRANGEMENTS

- The Income Collection Advisors are the subject matter experts in ensuring that residents are not put into hardship by the need to pay the Community Charge but also protect the service by ensuring all residents pay the charge.
- They will work with residents to create payment plans or other arrangements whenever possible to allow a mutually agreeable way to pay the charge, they can signpost to other agencies such as CAB or local authorities to ensure residents are maximising their income.
- As long as residents engage with the Income Collection Advisors a solution is normally found.

CONCLUSION

- The officers have not been able to find a satisfactory way to establish or operate a fund to assist residents who are finding the Community Charge hard to pay.

However, it was found that the current arrangements, when engaged with by residents, can nearly always find a mutually agreeable way of resolving any difficulties and the high level of payment, expected to be 98% or above in 2025, indicates the system is working.

- The proposal to LMC is that no fund be established at this time but that the income team and the local team will continue to work with residents and internal and external partners, where hardship is identified, to ensure residents are helped to meet the obligation to pay the community charge.

Lawley Management Committee	
Date	15 th November 2025
Item 8	Quarterly Financial Report Quarter 3 2025
Author	Nick Freeman Estates and Stewardship Manager
Contact Details	nicholasfreeman@bvt.org.uk



1. Purpose of Report

To present the financial position against budget at the end of Quarter 3 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 3% lower than the year to date budget (£21.6k), 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.

It is evident that homes are being completed and sold quickly on Phase 11 (the only active phase in terms of developer home building activity), whilst it is unlikely that the build rate will increase enough to completely reverse this trend it is likely that this will reduce in Q4.

Operational Expenditure

Operational expenditure is 1% higher than the year-to-date budget (£4k) as at the end of Q3 2025. This is not considered to be a significant issue and is likely to correct in Q4 as the E&S Manager is aware of the tight budget and no discretionary spending is being authorised. The reasons for this is detailed below:

Estate Management

- As reported at previous committee meetings, 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.
- Lawley Community Hub is showing over budget on the report, however £6k was approved by committee from the Infrastructure/Reserve fund to pay for the new furniture. There was also a one off spend on upgrading the intruder alarm system as a response to a small number of concerning adverse incidents.

Estate Caretaking

The expenditure is in line with the budget.

Community Development

The expenditure well under the year to date budget.

The Lawley Christmas Fayre is a significant cost to come in Q4 but this line is likely to come in under the set budget at year end.

LMC running costs will be under budget due to not holding any elections in 2025. Spending will be near to zero on this budget line.

Funds

Eileen Hewer Community Fund

There have been fewer applications to the fund than expected.

This has helped inform the review of the fund processes as detailed in the agenda for this meeting.

Community Infrastructure Fund

This fund will be used to offset any deficit at year end. This is expected to be within the budget of £63k.

Quarterly Financial Report

Lawley Estates Management



Outturn Forecast 2025	Annual Budget 2025		Q1 Jan-Mar 2025 Budget	Q1 Jan-Mar 2025 Actual	Q2 Apr-Jun 2025 Budget	Q2 Apr-Jun 2025 Actual	Q3 Jul-Sept 2025 Budget	Q3 Jul-Sept 2025 Actual	% of Budget
		Community Charge Income							
723,503	723,503	Community Charges	679,103	659,625	694,103	672,660	709,103	690,557	97
62,934	62,934	Draw Down from Infrastructure Fund	0	0	0	0	0	0	0
26,700	20,000	Draw Down from Wear & Tear Fund	0	0	0	6,713	0	13,838	0
3,000	3,000	Ground Rents	1,500	1,500	3,000	3,000	3,000	3,000	100
1,500	1,500	Lawley Community Hub Room Hire	400	0	1,100	879	1,500	1,083	72
817,637	810,937	Total Community Charge Income	681,003	661,125	698,203	683,252	713,603	708,477	99
2,000	2,000	Grants & Donations	500	0	1,000	0	1,500	0	0
10,000	10,000	Other Income	0	45	5,000	45	5,000	7,034	141
12,000	12,000	Total Other Income	500	45	6,000	45	6,500	7,034	108
829,637	822,937	Net Turnover	681,503	661,170	704,203	683,297	720,103	715,511	99
		Expenditure							
(722,335)	(705,865)	Operational Expenditure	(202,040)	(194,149)	(373,782)	(369,085)	(508,799)	(522,076)	
(102,072)	(102,072)	Transfer to Wear & Tear Fund	0	0	0	0	0	0	0
(15,000)	(15,000)	Transfer to Eileen Hower Community Projects Funding	0	0	0	0	0	0	0
0	0	Transfer to Community Association	0	0	0	0	0	0	0
(839,407)	(822,937)	Total Expenditure	(202,040)	(194,149)	(373,782)	(369,085)	(508,799)	(522,076)	
(9,770)	0	Potential Underspend / Overspend	479,463	467,021	330,421	314,212	211,304	193,435	
		LAWLEY ESTATES OPERATIONAL BUDGET							
		Estate Management							
(223,080)	(223,080)	Staffing Costs	(50,811)	(50,094)	(119,555)	(117,268)	(171,320)	(168,197)	98
(1,500)	(1,500)	Travel Costs	(375)	(273)	(750)	(550)	(1,125)	(761)	68
(941)	(941)	Office Consumables	(141)	(166)	(441)	(516)	(691)	(683)	99
(5,627)	(5,627)	Printing & Publications	(577)	0	(1,177)	0	(1,627)	0	0
(1,611)	(1,611)	Communications	(597)	(624)	(933)	(864)	(1,269)	(864)	68
(720)	(720)	Mobile Telephone	(180)	(153)	(360)	(385)	(540)	(631)	117
(14,322)	(14,322)	Legal & Professional Fees	(3,582)	(2,359)	(7,164)	(7,479)	(10,746)	(7,479)	70
(7,246)	(7,246)	Insurance	(1,812)	(1,812)	(3,624)	(3,624)	(5,436)	(5,436)	100
(115,599)	(115,599)	Landscaping Contract	(19,266)	(20,104)	(48,165)	(49,504)	(77,064)	(78,904)	102
(20,000)	(20,230)	Tree Surveys & Works	(2,000)	(3,576)	(4,000)	(14,616)	(8,500)	(14,616)	172
(15,345)	(15,345)	Communal Lighting (inc Courtyards)	(5,245)	(2,958)	(8,745)	(6,411)	(10,845)	(11,864)	109
(6,650)	(6,650)	General Repairs (inc Courtyards)	(1,950)	(4,432)	(3,200)	(6,382)	(4,350)	(6,382)	147
(1,500)	(1,500)	Winter Gritting (inc Courtyards)	(500)	(278)	(500)	(278)	(500)	(278)	56
(26,700)	(20,000)	Draw Down from Wear & Tear Fund	0	0	0	(6,713)	0	(13,838)	0
(440,841)	(424,371)	Total Estate Management	(87,036)	(86,829)	(198,614)	(214,590)	(294,013)	(309,934)	105
		Estate Caretaking							
(60,682)	(60,682)	Caretaker - Staffing Costs	(13,764)	(13,586)	(32,408)	(32,524)	(46,547)	(46,945)	101
(5,115)	(5,115)	Caretaker - Travel Costs / Vehicle Costs / Waste Disposal Costs	(1,472)	(748)	(2,555)	(2,938)	(3,638)	(3,562)	98
(480)	(480)	Caretaker - Mobile Telephone	(120)	(77)	(240)	(192)	(360)	(315)	88
(665)	(665)	Caretaker - Clothing & PPE	(250)	(13)	(400)	(13)	(400)	(13)	3
(1,535)	(1,535)	Caretaker - Tools and Equipment	(500)	(378)	(1,000)	(468)	(1,000)	(554)	55
(68,477)	(68,477)	Total Estate Caretaking Costs	(16,106)	(14,801)	(36,603)	(36,134)	(51,945)	(51,389)	99
		Community Development							
(44,400)	(44,400)	Staffing Costs	(10,137)	(9,940)	(23,841)	(23,621)	(34,119)	(33,989)	100
(665)	(665)	Travel Costs	(165)	0	(330)	0	(495)	0	0
(286)	(286)	Office Consumables	(50)	0	(136)	(26)	(236)	(37)	16
(2,225)	(2,225)	Printing & Publications	(1,000)	0	(1,200)	0	(1,400)	(29)	2
(240)	(240)	Mobile Telephone	(60)	(38)	(120)	(96)	(180)	(158)	88
(11,120)	(11,120)	Community Development & Involvement Activities	(774)	(76)	(3,090)	(555)	(8,606)	(6,759)	79
(2,000)	(2,000)	Grant & Donations Expenditure	(500)	0	(1,000)	0	(1,500)	600	(40)
(10,000)	(10,000)	Other Expenditure	0	0	(5,000)	0	(5,000)	(6,989)	140
(15,345)	(15,345)	Resident Projects (Eileen Hower)	(1,692)	(728)	(5,268)	(3,120)	(8,845)	(3,344)	38
(5,000)	(5,000)	LMC Running Costs	(920)	(278)	(2,270)	0	(3,020)	0	0
(91,281)	(91,281)	Total Community Development	(15,298)	(11,060)	(42,255)	(27,419)	(63,401)	(50,706)	80
		Office Running Costs							
(29,667)	(29,667)	Lawley Community Hub Running Costs	(15,500)	(15,346)	(26,490)	(22,617)	(28,080)	(39,200)	140
(29,667)	(29,667)	Total Office Running Costs	(15,500)	(15,346)	(26,490)	(22,617)	(28,080)	(39,200)	140
(92,069)	(92,069)	Administration Charge	(68,100)	(66,112)	(69,820)	(68,325)	(71,360)	(70,848)	99
(722,335)	(705,865)	Total Operational Expenditure	(202,040)	(194,149)	(373,782)	(369,085)	(508,799)	(522,076)	103

Lawley Management Committee	
Date	15 th November 2025
Item 9	Estates & Stewardship Report
Author	Nick Freeman
Contact Details	nicholasfreeman@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 3 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.

This report is available for customers to view on the BVT Lawley website.

9. Report

9.1 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,

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

9.2 Estate Management

9.2.1 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 recruited a replacement, Michael Cunneen, who will be present at this meeting and will be introduced to committee members during both formal and informal meetings in the coming weeks.

The E&S Manager had to take several weeks off work during Q3 of 2025 for personal reasons and it was impressive that colleagues and the team stepped up to ensure that the services continued to be delivered to our customers to a high standard (as evidenced by the attached performance report).

Due to some unfortunate coincidences, regarding sickness and preplanned holidays, at times the team were depleted as far as 3 (out of the normal 7) but colleagues from across the E&S team (particular from Lightmoor) ensured the workload remained manageable and service delivery continued.

The E&S Manager would like to formally acknowledge the support given by all and recognise the teamwork and resilience demonstrated.

Once the Lawley team and operations have been handed over to Michael, Nick will work away from Lawley to allow Michael and the team time to settle in together.

9.2.2 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 small installations and groundworks, the “rule of thumb” is the caretakers will attempt works that are within their skillset and require the use of hand tools only. They also carry out formal and informal inspections of areas and all of this work is generally going well.

They are undertaking further duties in terms of hosting activities at Lawley Community Hub which is working well and has had positive feedback

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

During a period of sickness required by one of the Caretakers, the GM Contractor was able to provide an additional resource to ensure the remaining Caretaker was able to continue to deliver the service – this became essential as the leaves began to fall from the trees.

There are cost implications involved in this this additional resource and these will be reported in the Q4 financial report at the first LMC in 2026 but it is not expected to have an adverse effect on the overall budget as savings have been made elsewhere.

9.2.3 Estate Officers

The Estates Officers met all of their targets during the year other than a slight and temporary drop off in Estates Inspection in September, which was due to staff absences. It should be noted that all areas were visited by either the Estates Officers or Estate Caretakers at least once during the month, but these visits were not always recorded as formal inspections.

The Estates Officers continue to provide an excellent service to the residents of Lawley, sometimes in difficult circumstances.

Jude Ayling-Whitehouse and Richard Swain's secondment situation will remain in place until the end of the year to facilitate a corporate mapping project.

Richard has developed very well into the role of Estates Officer under Nicola's tutelage and is largely working independently to the advantage of the residents of Lawley.

Improved reporting utilising electronic capture of reports and photographs in real time via Microsoft Forms continues to be a very useful tool and continues to be utilised as an interim solution prior to a fully integrated system becoming available. That system is being developed by our colleagues in Birmingham, and it is hoped that this will "go live" in 2026.

The Estates Officers have been 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 are progressing well and will be shared with the public in the near future.

9.2.4 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.

An incident occurred during Q3 where a resident reported a window was broken when the contractor was grass cutting in the area. Whilst there was no firm evidence what had happened the contractor immediately offered to have the window reglazed at their cost to the satisfaction of all involved – it is felt that this demonstrates M&BG Ltd.'s customer focussed, positive and proactive approach to their work and undoubtedly saved a prolonged investigation and potential dissatisfaction by the resident.

9.2.5 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.

Process, Policy and Procedure Review

Along with all areas of the business within BVT the Estates & Stewardship Team have been 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.

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 have been completed to a high standard and as the new woodwork weathers it will blend in with the existing fence/planters – by not replacing whole lengths of fence where the woodwork was in good condition considerable savings have been made whilst offering the best value for money and minimal environmental impact (as treated wood cannot be disposed of via normal waste channels).

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. A further section of fence in the vicinity of Pantulf Close has recently been completed spending a further £1k. The project is now complete with a spend of circa £14k and so has been delivered under budget and on time.

9.2.6 Lawley Community Hub

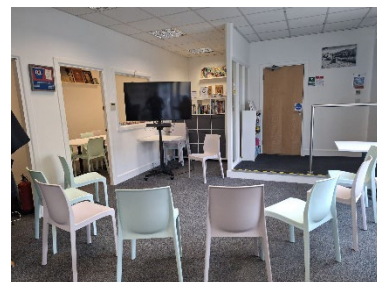
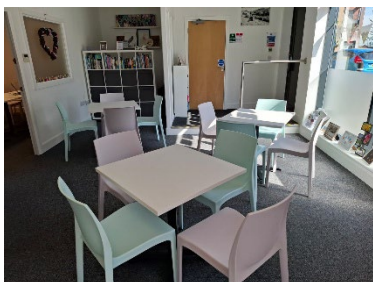
New furniture has been purchased for Lawley Community Hub and feedback has been positive.

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	15 th November 2025
Item 10, 10a	Performance Report
Author	Nick Freeman
Contact Details	nicholasfreeman@bvt.org.uk



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 Q3 2025.

2. Recommendation

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 Q3 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

(Q3 1st July – 30th September 2025)



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 significantly 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 3 2025					Trend	Target	YE 2024
		Jul 25	Aug 25	Sep 25	Q2 2025	Q3 2024			
KPI01	Community Charge collected against amount invoiced %	96.71%	97.08%	97.55%	95.97%	98.44%	😊	98%	99.03%
KPI02	Stewardship Charge Arrears (£)	£156,582	£127,331	£97,471	£189,615	£86,247	😊	Report	£31,795
KPI03	Stewardship Charge True Arrears (£)	£23,775	£21,123	£17,743	£29,142	£10,567	😊	Report	£6,536
KPI04	Number of households with accounts in arrears	167	171	152	165	92	😊	Report	79
KPI05	Number of Direct Debits in place	1287	1281	1276	1287	1241	😊	Report	1225
KPI06	Number of cases with arrears action	47	37	30	75	41	😊	Report	23
KPI07	Number of households in debt 1 year or over	51	34	28	77	18	😊	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.

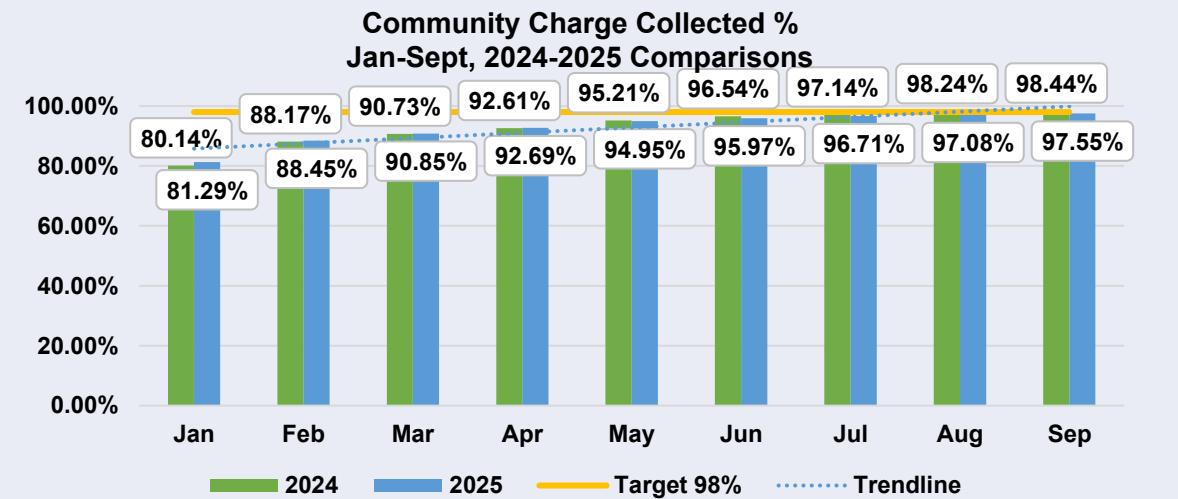
KPI07 To show positive progress the number of households in debt of 1 year or over will show a trend of steadily decreasing at each quarterly meeting.

Performance commentary:

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

Of the total Community Charge for Lawley Village of £723,503, £97,471.14. True arrears of £17,743.38 where no payment plan or DD is in place, this includes debt from previous years. 2.45% of the amount due is outstanding. 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 Sept 2025, there were 1276 direct debits in place in Lawley, showing an increase of 41 from the end of 2024 but a decrease from the end of Q2 2025 – the Income team will monitor this for any continuing trends as DD’s are the preferred method of payment.

Currently, 152 accounts are in arrears, with 28 of these carrying debt from previous years. This has reduced from 165 at the end of Q2 but has increased from 92 at the same time in 2024. The Income Team are monitoring the situation to see if this is an ongoing trend and will report at year end.

Of the accounts in arrears, 30 are undergoing arrears action. At the end of August this has improved at was at 37 households. 7 at 1st Action stage, 9 at 2nd Action stage, 12 at 3rd action stage and 2 at 4th action (CCJ application stage). This is in line with expectations and follows less formal attempts to resolve the situation.

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 Q4. The current performance is 0.45% below the end of year target.

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.

Breaches

No.	Measure	Quarter 3 2025					Trend	Target	YE 2024
		Jul 25	Aug 25	Sep 25	Q2 2025	Q3 2024			
KPI08	Number of breaches of Design Guides reported (in month)	57	14	29	27	2	😊	Report	198
KPI09	Number of Breaches closed (month)	40	36	19	29	11	😊	Report	121
KPI10	% of Breaches completed on time	90%	94%	84%	97%	61%	😐	Report	65%
KPI11	Average number of days taken from date breach logged to full resolution	13.1	10.4	13.0	11.8	134	😐	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 Officers 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 Q3 100 breaches were reported, with garden-related issues being the most common (59), followed by bin storage (29). YTD 188 out of 225 new breaches were closed. This is in line with expectations as some breaches remain active for extended periods whilst the team work with residents to resolve them. As most are resolved amicably this process is to the benefit of all. Timelines are monitored to ensure that the causes of delays are addressed wherever possible.

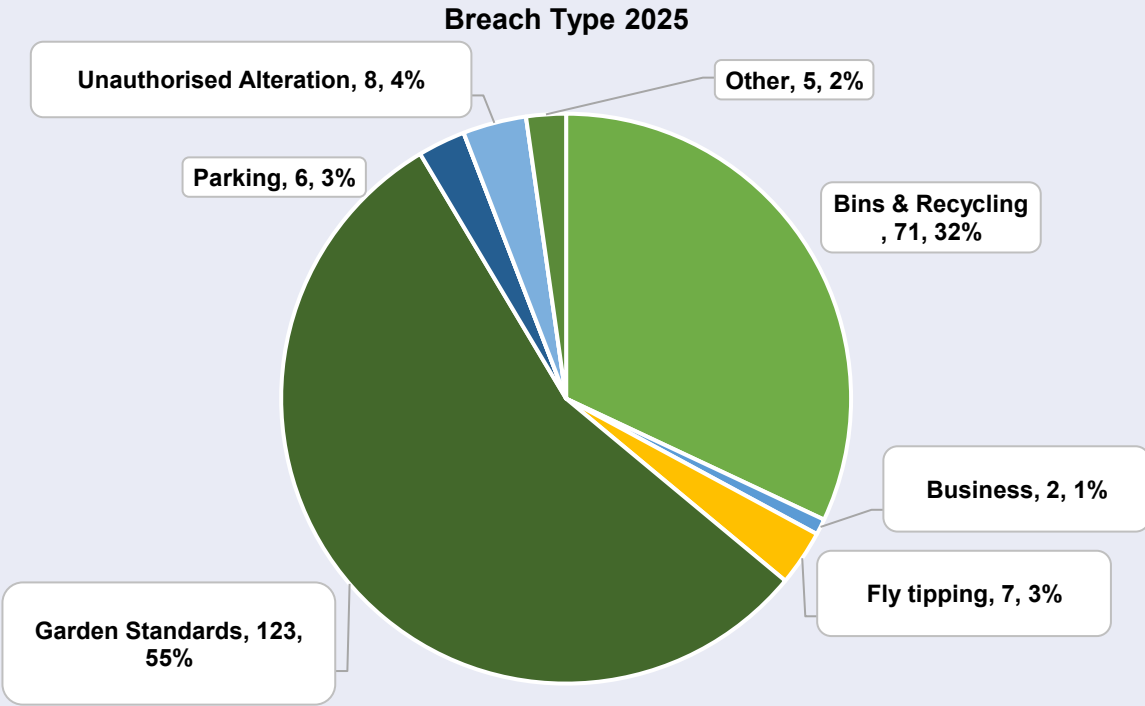
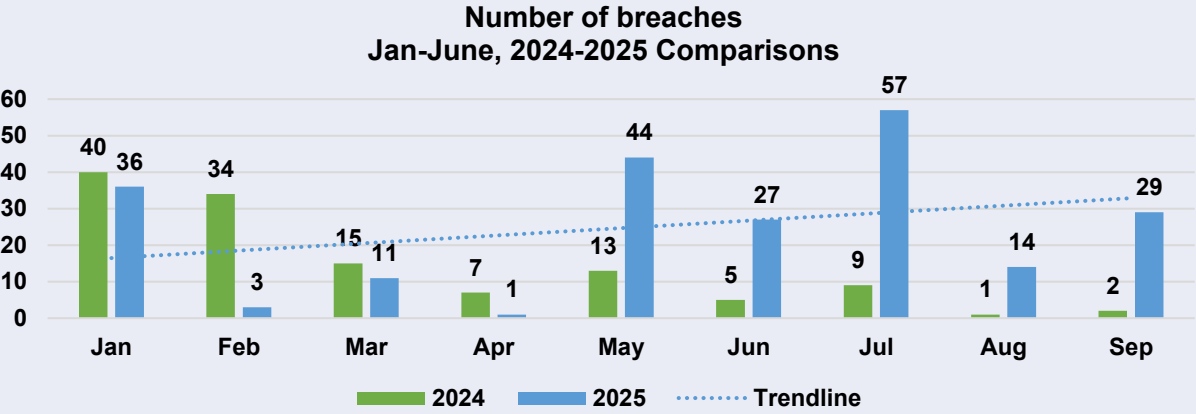
If performance is not currently on target, what are the reasons for this:

Performance at the beginning of Q2 and into Q3 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 & Q3 – this arrangement has been extended to year end 2025 to accommodate an ongoing corporate mapping project.

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. Q3 & Q4 typically sees a reduction in garden breaches as the growing season comes to an end.



Alterations

No.	Measure	Quarter 3 2025					Trend	Target	YE 2024
		Jul 25	Aug 25	Sep 25	Q2 2025	Q3 2024			
KPI17	Number of alterations received (month)	8	10	8	14	5	😊	Report	91
KPI18	Number of alterations in progress (month)	4	6	2	6	8	😊	Report	42
KPI19	Number of alterations rejected (month)	0	0	0	1	0	😊	Report	11
KPI20	Number of alterations withdrawn (month)	2	0	0	0	1	😊	Report	7
KPI21	Number of alterations appeals (month)	0	0	0	0	0	😊	Report	2
KPI22	Number of alterations completed on time (month)	11	6	9	12	7	😊	Report	59
KPI23	Percentage of alterations completed on time (month)	79%	100%	82%	86%	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 88 alteration applications were received, 26 in were in Q3. This figure is higher than the number recorded by the end of Q3 2024 (73) – as the estate matures it is expected that residents will desire changes that will require alteration applications and so this trend is likely to continue to a new baseline.

Where delays have been experienced these have mostly been due to consultations needing to be extended to ensure holidays for applicants and/or neighbours have been taken into account. This included 2x garden room applications.

The other was for an air source heat pump where further technical details were required to allow an informed decision to be made.

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, solar panels and air source heat pumps.

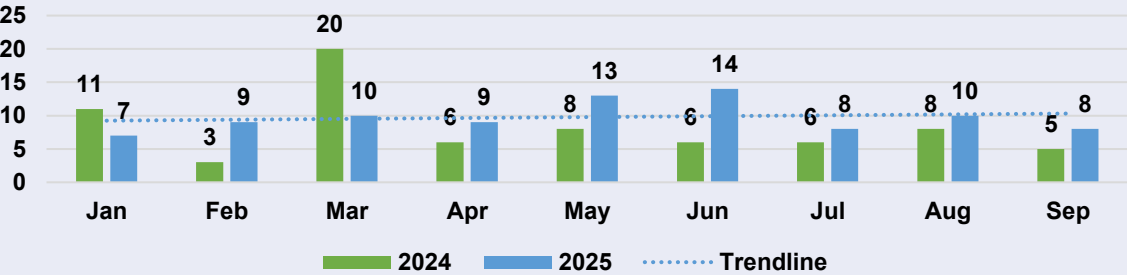
If performance is not currently on target, what are the reasons for this:

Performance for alterations is satisfactory.

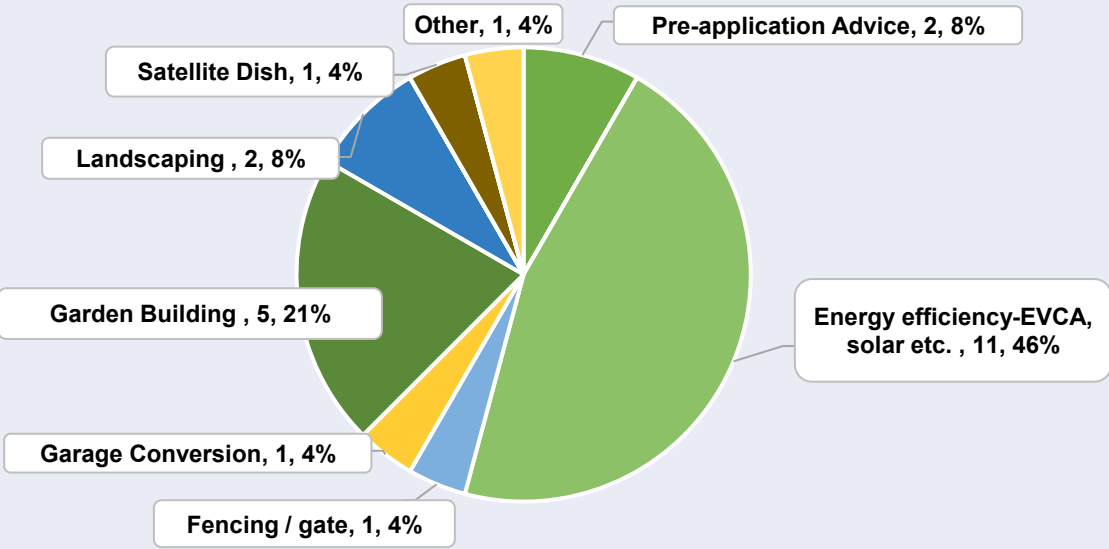
If performance is currently not on target, what action are you taking to improve performance:

No further action is required; performance will be monitored.

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



Alteration Application Types 2025



Estate Management

No.	Measure	Quarter 3 2025					Trend	Target	YE 2024
		Jul 25	Aug 25	Sep 25	Q2 2025	Q3 2024			
Estate Management									
KPI12	Number of Estate Inspections Completed (month)	10	6	5	7	11	😊	Report	8
KPI13	% of Estate Inspections Completed against target	100%	100%	71%	100%	100%	😊	Report	73%
KPI14	Number of courtyards completed against target (month)	84	74	101	85	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)	15	11	13	24	36	😊	Report	118
KPI29	Number of Completions (month)	5	4	1	24	30	😊	Report	79
KPI30	Number of in progress (month)	59	67	60	70	50	😊	Report	58
KPI31	Number withdrawn (month)	0	0	0	0	0	😊	Report	1
Transfer of Equity									
KPI36	Number of Instructions (month)	2	0	1	3	New 2025	😊	Report	New 2025
KPI37	Number of Completions (month)	1	0	0	0	New 2025	😊	Report	New 2025
KPI38	Number of in progress (month)	20	20	21	18	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.

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 Q3 a drop in performance was noted – this was due to the absence of the E&S Manager meaning the Estates Officers were partially deployed to help cover essential duties. This does not appear to present an ongoing trend and is not expected to continue.

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. One Caretaker has been absent on long term sickness, and it is a credit to the remaining Caretaker that performance has remained stable. A temporary arrangement is in place to support the Caretaker service.

In 2025, the Estate Caretakers successfully attended up to 101 courtyards in the month 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 slightly increased in Q3 2025 compared to Q3 2024 with 39 compared to 36. Completions are still taking some time to come through, but the timeline is not set by BVT and so this is not a current concern.

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 Q3 there were 3 instructions,1 completion and 0 withdrawn during 2025. There were 21 in progress at the end of the quarter.

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 3 2025					Trend	Target	YE 2024
		Jul 25	Aug 25	Sep 25	Q2 2025	Q3 2024			
KPI24	Number of expressions of dissatisfaction received (month)	3	4	0	1	0		Report	8
KPI25	Number of formal complaints received (month)	0	0	0	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

2 expressions of dissatisfaction have been received. 1 was for concern over the upkeep of the area. An Estates Officer met the resident and resolved the issue. The other was for a perceived lack of response to an enquiry regarding the sale of a home. The enquiry was dealt with and the delay was noted as related to a change of staff and that the original enquiry was in fact responded to within the expected timeline.

Formal Complaints

No formal complaints were recorded.

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 3 2025				Trend	Target	YE 2024
		Jul 25	Aug 25	Sep 25	Q2 2025 Average			
KPI46	Number of community volunteers in our community places (in month)	17	13	54	17		Report	Changed for 2025
KPI47	Number of voluntary hours in community places (in month)	49	51	220	49		Report	
KPI48	Number of BVT involved residents (in month)	9	8	10	9		Report	New 2025
KPI49	Number of organisations using community places (in month)	15	14	12	15		Report	
KPI50	Total occupancy rates for BVT community places % (in month)	8.20%	8.90%	10.30%	8.20%		Report	New 2025
KPI52	Number of young people engaged in youth activities (in month)	1120	704	107	1120		Report	
KPI53	Number of older adults taking part in social activities across neighbourhoods (in month)	240	51	43	240		Report	New 2025
KPI54	Number of residents/ service users involved in formal/ informal consultation groups (in month)	1879	248	255	1879		Report	
KPI55	Number of community groups or organisations supported (in month)	48	49	49	48		Report	
KPI56	Number of partnerships maintained (in month)	114	117	117	114		Report	Changed for 2025
KPI57	Number of BVT hosted community events & activities taken place (in month)	22	53	19	22		Report	New 2025
KPI58	Number of external community partnership events & activities that BVT have attended or supported (in month)	2	11	1	2		Report	New 2025
KPI159	£ social value generated through community development activities (in month)	£854,104.00					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:

We surveyed the participants of the National Memorial Arboretum trip. The results were extremely positive. We included questions from the HACT social value calculator and satisfaction measures. There was a 97% satisfaction rating for trip and a 9.7 of of 10 rating for this contact with BVT.

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	15 th November 2025
Item 11	Community Development & Partnership Report
Author	Lin Powell Community Development & Partnerships Officer (CD&PO)
Contact Details	lindseypowell@bvt.org.uk 07702894540



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 3 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 annual events.

10. Partnership Engagement

During Q3 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

- **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; Armed Forces Covenant, Citizens Advice, SEND IASS, Lawley and District Women's Institute, and BVT Tenants' Surgeries.

We have successfully started new 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 supports the wellbeing of individuals.



- **Community Coffee Morning** – This quarter's event was unfortunately cancelled due to staff absence. The next one is Thursday November 27th 10.30am-12pm, with many partners engaging and holding the date already.
- **New Family Hubs Drop-ins** – After coming to the coffee mornings and loving the hub space, Family Hubs have now started up a regular drop-in session for residents to access service and get advice. At the August session, two outreach workers from Family Hubs supported a resident with enquiries for an hour, providing help and skipping the 4-month ECHP wait with schools by their instant referral. An Eatwell

representative also met with Teen with Tots founder to collaborate on weaning information. In September, they supported a resident with enquiries about a multiple-diagnosis complex case and across multi-agency working streams.



- **New Telford Bereavement Group** – Shane, our amazing volunteer, runs several bereavement groups across the county and she has opened the first one in Telford, hosted at the hub. Residents who have lost loved ones have been attending to seek companionship and support with people who share grief. Attendance has been growing, with some residents returning monthly also.



- **Hub Volunteers** – Our Community Hub Support Volunteer Pauline has decided to step down from her volunteering role due to personal circumstances. We wish her well and thank her for her contributions to the hub and the community.

11.2 Partnerships

- **Lawley Community Consortium (LCC)** – The consortium met in September with the partners. In addition, a business case has been submitted from the Parish Council (LOPC) for our combined anchor events in Lawley for 2026. BVT match fund the major events (Summerfest, 5k Fun Run and Christmas) along with LOPC and LCC. A grant of £10,000 has been successfully awarded to the Parish Council from LCC for next year's activities that we will collectively fund and deliver.
- **Engagement** - Partners continue to engage, the virtual noticeboard is our main source of enquiries for sharing activities from community representatives; over 245 contacts emailed in monthly communication via this platform and 278 views of the July edition. We are planning to develop a Community Contacts Database to make a searchable resource in the future. This is a large-scale task, as we currently working with 49 community groups and 117 partnerships.
- **Virtual Noticeboard** - We have completed the transition from a pdf to Microsoft Sway, with excellent feedback from partners following consultation. We have also consulted 247 people via the virtual noticeboard to assist partners, including Lloyd's

Banking Funding with their good and fair employment survey and Healthwatch with their veteran's healthcare survey as requested by our local MP Shaun Davies.

- **Community Connectors** – As part of a strategic approach to collaborative, we have been networking with partners and increasing our contacts base by the Community Connectors meetings and working with Community Resource. We visited a Men's Mental Health symposium in July, to discover local initiatives and provisions supporting this area of need.



- **Businesses & Sponsorship**
 - **Barratt Homes and David Wilson Homes** – One of our developers has engaged with us, pledging funding for an activity to support veterans and members of the armed forces community in our area. They have confirmed funding of up to £1180 for an excursion to the National Memorial Arboretum in October. This was requested by members of our Armed Forces Network who live in Lawley.
 - **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.
 - **Lloyds funding** – we have been networking with a community funding representative who works on social projects in areas of need across the local community. We are collaborating on shared themes of employability and elected home education, currently across Telford and then moving into the Midlands. AT and EL met with them to discuss a business stakeholders' network in the Midlands, similar to the Telford set up. BVT have been invited to the next conference meeting they are hosting for partners in November.
 - **Charity fundraising** – we are seeking an alternative to the chocolate hampers as they are no longer consistently available for raffle prizes for our community partners fundraising.



11.3 Events

- **Six Weeks Holidays Children's Holiday Activities** – Summer activities were delivered and included a wider variety of opportunities with a range of businesses and groups. Launched in July, we facilitated and promoted 61 activities with over 2200 places! Special thanks to all our staff for supporting these activities and thanks to our funders and partners. This year we have also included some new activities, as well as returning popular opportunities:
 - **Creation Station** – arts and craft workshops suitable for all ages.
 - **Professor Black Activity Sessions** – Ghosts cursed pirates ships and Egyptian curses
 - **Exotic Zoo** – Opportunity to learn about animals and meet them.
 - **Family Hubs and Eatwell drop-ins** – chance for families to access support with children.
 - **Katie's Kids Kitchen** – cooking classes for young children for healthy nutrition
 - **Science workshops with Boardroom Café** – demonstrations and experiments to learn science.
 - **Leo's Circus Skills** – hands on learning of circus skills and performing
 - **Relax Kids** – mindfulness, yoga and wellbeing activities for children.
 - **Boardgames Breakfast** – Barnardo's volunteers are providing breakfast and games for teens at Lawley Community Centre in the school holidays.
 - **Young Parents Playgroup** – a new playgroup has been trialled for young parents under 25 to socialise and meet other families.
 - **Youth Club** – Lawley provisions continue to run across the holidays, and the club is becoming increasingly popular.
 - **Telford Kicks** – AFC Telford United are contracted under Urban Games to deliver football workshops at Lawley Village Academy School.

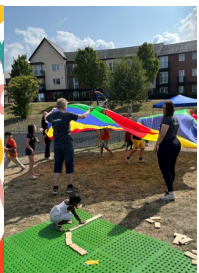


- **Summerfest** – Summerfest is our flagship event in Lawley which is held annually in our green open space and free/inclusive for the community. This year we had record attendance as the weather was exceptional and there were no clashes with other events. Excellent verbal feedback from attendees and compliments from vendors/businesses about the organisation.

Estimated attendance was 2000 people throughout the day due to the excellent weather conditions. We had excellent feedback from residents and businesses. A post-event evaluation survey has been done on Microsoft forms, and this was shared on the Summerfest Facebook page which led to 45 responses and useful feedback. The survey indicated strong community satisfaction, with 84% of respondents reporting they were satisfied or very satisfied with the event. Furthermore, 89% of residents who attended said they would recommend the event to friends and family, highlighting its positive impact and community value.



- **Smallhill Pop-up Café** - Telford Minster provided an open community activity for families to meet in a green open space for play and socialising. The pop-up cafe was on BVT land near Smallhill Park. This was well-received, and the attendance was excellent. This reduces isolation and helps bring people out to make use of their local area together. There was a mix of teenagers and young children, who interacted in the same space well with parents and church representatives present.



- **Lawley 5k Fun Run** – The annual fun run around the village organised by the running club and support by BVT and Parish Council. Over 200 runners and 100 spectators attended and 50 volunteers from the running club marshalled the event plus 8 event staff. Excellent for promoting healthy lifestyles and community spirit. Good engagement from local businesses providing sponsorship items for the goodie bags and approx. In addition, approximately £1500 raised for Papyrus charity.



Rich Handley from the Running Club is the lead organiser for the event, he completes the risks assessments, consultation with highways, licences and budgeting. We did nominate him for a local hero's award as it is the 10th year this event has run, and he has supported thousands of people entering a health and fitness activity.



- **BBC Local Heroes Make a Difference Awards** – BVT nominated Ernie the therapy dog and Siobhan his trainer, for an award based on their wonderful charity work and therapy assistance they do in our local care home, they were shortlisted for an award.



- **Future Events:**

- **Anchor events** – Planning for Christmas Fayre, the venue has been confirmed as Lawley Primary School and stall places have been allocated.
- **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, updates will follow in Q4.
- **Online events** – Planning Halloween and Christmas online engagement competition, via social media content, as part of an online engagement campaign with Comms. This has had limited success.
- **Baby Loss Awareness Support** – Event to be confirmed between 9th to 15th Nov during awareness week.
- **Baby-weaning event** – Due to be held 6th November by the Eatwell Team at the Hub. They have asked for this following their visit at the family hubs drop-in.
- **Remembrance** – Sunday 9th November by the war memorial, BVT to lay a wreath as usual.



11.4 Networking

- **BVT Sounding Group** - The third meeting of this the year was held in July at Lawley Community Hub. Residents consulted on the grounds maintenance service and productive discussions were held about accessing information. Residents previewed the transactional GM survey to go out soon and gave feedback on their perception of the survey, concerns with misreporting areas that BVT are not responsible for. Group viewed the GM reports on our website and suggested some helpful changes to make the site more user friendly, these were passed to the Comms Officer. Additions to the website were made to include whether an area is adopted or not and to include a postcode directory for phases to help residents who are unaware of this information.

You said, we did, sharing this development with our residents:

The following featured in our online newsletter ***“We’re committed to learning from your feedback and complaints so you get the best possible service from us. Here are some of the ways we’ve listened to you recently and changed what we do. You said: ‘On your Lawley website, information is missing where areas haven’t been adopted by the Council or Bournville Village Trust. Can you explain this and add a map and street list? We did: We’ve added more information to explain the service we provide to areas that haven’t been adopted. We’ve also added a map and street names.”***

- **Communications Forum** – The second meeting of the new communications forum was held in September; they discussed the website and made valuable suggestions for improvements and useability. The website changes have now been implemented.
- **Youth Forum** – The Youth Club is provided 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. We did offer some grant funding but this was not needed.
- **Lawley Armed Forces Network** – Contact with Shaun Davies MP and Al Carns Minister for Veterans, on working with us to support veterans in Telford. We have shared a Healthwatch veterans survey and offered invitations to events.
- **Lawley Village Green Group** – A local resident is looking to do a planting project in the new year for a living wall. Smallwoods, Telford Repair café and Transition Telford have asked for their green events to be shared. Dawley Community Allotments have visited the hub to discuss projects and use our micro-recycling centres for printer cartridges and spectacles.
- **Lawley Arts and Crafters Network** –For the BVT125 Wild in Art project, the bull will be returning to Lawley for display later in the year. We have also submitted some items for the Museum of Us exhibition in Birmingham, run by the heritage team, to represent Lawley. We sent a knitted angel hope doll to represent our community spirit, some wooden dolls from the jubilee event, a blodger from Smallwoods showing our link to green groups and armed forces and finally heritage information boards from the station reopening.



- **Volunteering** – Three local residents completing their DofE volunteering section of the award and we have been assessors for them. The young people completed weekly little picks, sending through strava routes and photos of their work.



11.5 Eileen Hewer Community Fund Grants 2025

In July, the panel met to review applications for grant funding from community groups and local organisations for projects/events that benefit Lawley residents. Three new applications were received and presented to the panel for decision. The panel deferred these applications for more information. The applications were from Anta Education for Employment, Anta for Schools/Employability skills and one from Telford Team Railway for new gates at the Lawley Station.

The Telford Steam Railway application for £2000 was approved via email after quotes were provided. However, the quote from the Telford Steam Railway has changed suppliers so we are waiting for the most up to date quote before releasing the payment.

In September, the panel discussed the two outstanding ANTA applications and deferred for more information. A final proposal was submitted via email and approved. The two Anta applications are from branches arms of linked organisations for different projects; this has not happened before and will be referred to full committee for a definitive protocol to be agreed.

Total spent 2025 is £5960. Balance left £19040 (we are waiting for the scout group to collect payment of their full grant for their new venue).

Note: A refund was issued from Lawley Youth Group following their closure. £600 is being returned to BVT. It is suggested that this sum has been held in trust for future youth work projects or activities, it will be spent on the summer holiday activities programme.

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.

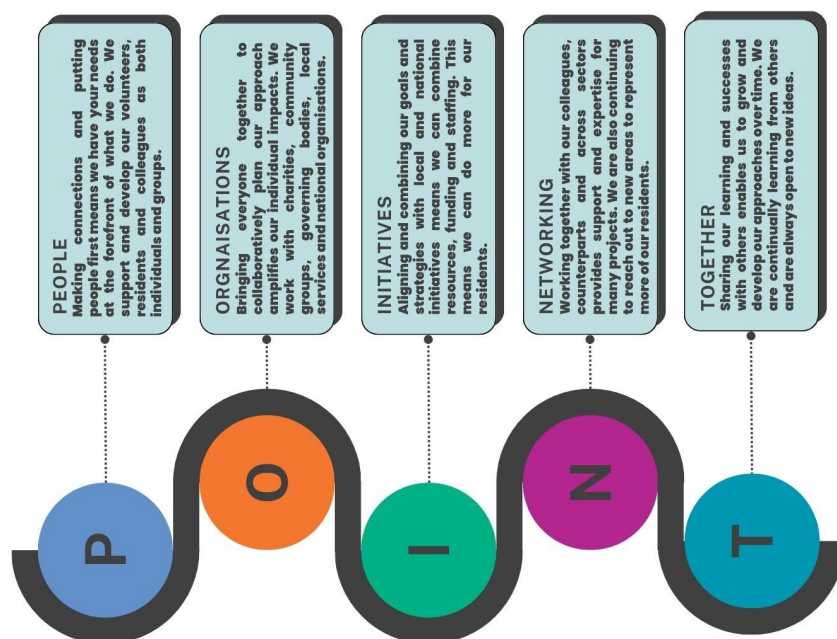
Delivery of the projects continues for the BVT 125 anniversary events in 2025 continue. Photographs from events collected will help us in completing a BVT125 photo collage to celebrate our 125th anniversary and will be displayed in the hub.

Scrutiny is a key theme for development across BVT communities and departments, new approaches and opportunities are being developed and implemented. LP is working on the resident involvement working group and commuting learning and outcomes from our events and activities. New surveys have been shared via the virtual noticeboard for the Communities Team in Birmingham to connect with our tenants.

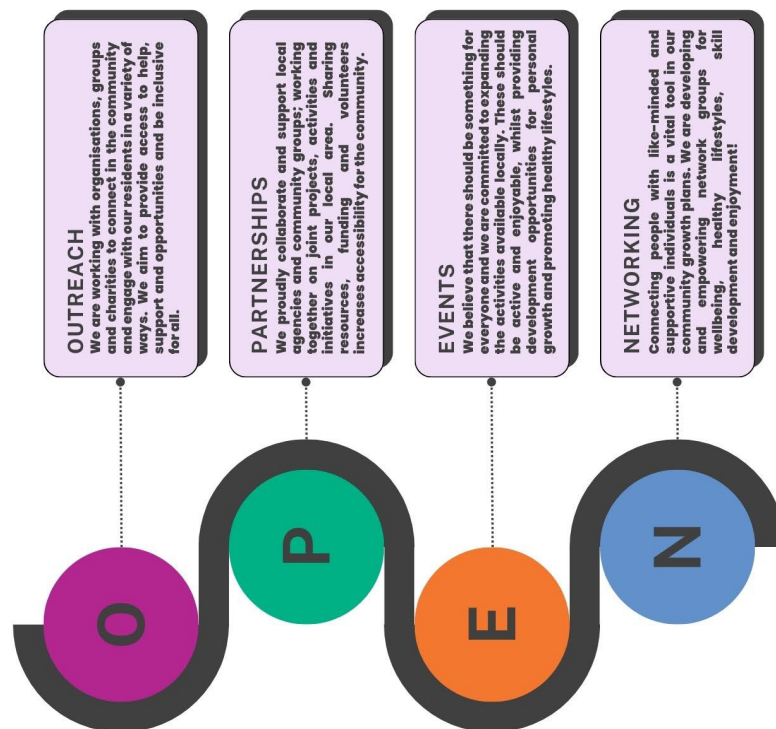
Appendix B – Community Development and Partnerships Strategy Threads



The POINT of our Partnerships



Our OPEN Approach to Community Development



Appendix C – Social Value Reporting: Summerfest Event Lawley

Social Value Reporting: Summerfest Event Lawley

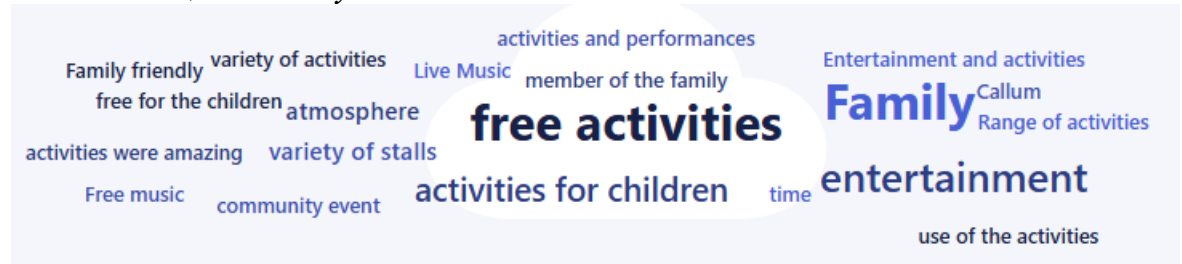
Name of Project/ Activity/ Service:	Summerfest Event Lawley
Dates of Project/ Activity/ Service:	<i>6/7/24 to 5/7/25</i> <i>While the event is run over one day, it takes a year to plan and occurs annually since 2016.</i>
Service area/ Team:	Estates & Stewardship
Aims and Values:	<i>What has it helped us achieve/ deliver against BVT aims and Values?</i> The aims and values this project have helped to deliver, have been numerous and varied. The goals of the project are to facilitate a large-scale community event annually, increase the use of green open space and improve the feeling of belonging in the neighbourhood. The impact the event on the wider community have been significant, from improved community cohesion, challenging ASB perceptions 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. The Summerfest event plays a key role in changing perceptions of green spaces within the neighbourhood, by annually encouraging residents to come together and enjoy the space.
Brief Description of what took place:	Summerfest is our flagship event in Lawley which is held annually in our green open space and free/inclusive for the community. This year we had record attendance as the weather was exceptional and there were no clashes with other events. Excellent verbal feedback from attendees and compliments from vendors/businesses about the organisation. A post-event evaluation survey was created on Microsoft forms and shared with attendees to gather their views about the event and local area. This was shared on the Summerfest Facebook page and BVT social media, which led to 45 responses and useful feedback. We received more responses than expected, which provided a good sample size.

	As the event was held in local green open space, we included questions relevant to the neighbourhood and overall satisfaction. The questions were aligned with the social value calculator questions from HACT and outcomes calculated. The survey indicated strong community satisfaction, with 84% of respondents reporting they were satisfied or very satisfied with the event. Furthermore, 89% of residents who attended said they would recommend the event to friends and family, highlighting its positive impact and community value. In addition, 73% saying this was not their first visit. The survey was analysed to indicate whether perceptions and feelings had changed before and after the event. There was a notable increase in feelings of belonging to the neighbourhood. The results were individually added to the outcome and targets to represents each person’s individual gains. Specific feedback to be analysed to improve facilities and operations where possible, e.g. an example of a point for further queue management. In July, an estimated £854,104 in social value was generated through the Summerfest event in Lawley. The valuation is based on feedback from 45 surveyed attendees, with approximately 2,000 people attending overall, suggesting that further extrapolation could reveal an even greater impact.																																																																																
Cost:	<i>£16,000 total cost for the project</i> <i>£854,104 gained social value from the project</i>																																																																																
Numbers of residents taking part/ accessing:	Estimated attendance was 2000 people throughout the day due to the excellent weather conditions.																																																																																
Social Value reported:	<table><tr><th>Outcome</th><th>Target</th><th>Direct Wellbeing</th><th>Wellbeing Health Top-up</th><th>Total Wellbeing</th><th>Exchequer Incl. Health</th><th>Total Social Value (not adj.)</th><th>Deadweight</th><th>Adjusted Total Wellbeing</th><th>Adjusted Total Social Value</th></tr><tr><td>Belong to neighbourhood</td><td>39</td><td>£161,811</td><td>£149,214</td><td>£311,025</td><td>£2,769</td><td>£313,794</td><td>10.1 %</td><td>£279,611</td><td>£282,101</td></tr><tr><td>Good neighbourhood</td><td>33</td><td>£184,899</td><td>£142,032</td><td>£326,931</td><td>£2,739</td><td>£329,670</td><td>50.4 %</td><td>£162,158</td><td>£163,516</td></tr><tr><td>Greenspaces high standard</td><td>35</td><td>£158,270</td><td>£82,040</td><td>£240,310</td><td>£1,400</td><td>£241,710</td><td>1.6 %</td><td>£236,465</td><td>£237,843</td></tr><tr><td>No anti-social behaviour</td><td>33</td><td>£60,192</td><td>£12,870</td><td>£73,062</td><td>£12,903</td><td>£85,965</td><td>15.3 %</td><td>£61,884</td><td>£72,812</td></tr><tr><td>No litter problems</td><td>28</td><td>£64,596</td><td>£27,272</td><td>£91,868</td><td>£2,044</td><td>£93,912</td><td>52.7 %</td><td>£43,454</td><td>£44,420</td></tr><tr><td>No problem with teenagers</td><td>30</td><td>£40,530</td><td>£16,020</td><td>£56,550</td><td>£6,510</td><td>£63,060</td><td>15.3 %</td><td>£47,898</td><td>£53,412</td></tr><tr><td>Total Social Value forecast</td><td></td><td>£670,298</td><td>£429,448</td><td>£1,099,746</td><td>£28,365</td><td>£1,128,111</td><td></td><td>£831,469</td><td>£854,104</td></tr></table>	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	Belong to neighbourhood	39	£161,811	£149,214	£311,025	£2,769	£313,794	10.1 %	£279,611	£282,101	Good neighbourhood	33	£184,899	£142,032	£326,931	£2,739	£329,670	50.4 %	£162,158	£163,516	Greenspaces high standard	35	£158,270	£82,040	£240,310	£1,400	£241,710	1.6 %	£236,465	£237,843	No anti-social behaviour	33	£60,192	£12,870	£73,062	£12,903	£85,965	15.3 %	£61,884	£72,812	No litter problems	28	£64,596	£27,272	£91,868	£2,044	£93,912	52.7 %	£43,454	£44,420	No problem with teenagers	30	£40,530	£16,020	£56,550	£6,510	£63,060	15.3 %	£47,898	£53,412	Total Social Value forecast		£670,298	£429,448	£1,099,746	£28,365	£1,128,111		£831,469	£854,104
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Feedback gathered and learning:

Feedback from residents:

When asked, what do you like about the event?



“It was just a lovely community event! I’ve lived here 5 years and never been before although I’ve always heard it! Called members of my family to join me as I liked it so much, and already said we’re coming next year!”

“The free activities were amazing and provided an opportunity for families to spend time together. The music and overall festival vibe were the best things.”

“I didn’t have a favourite, I would say being able to sit there all day with entertainment is great”

“The community coming together”

“Community Spirit”

“Family friendly”

“Walking distance”

“Free for all”

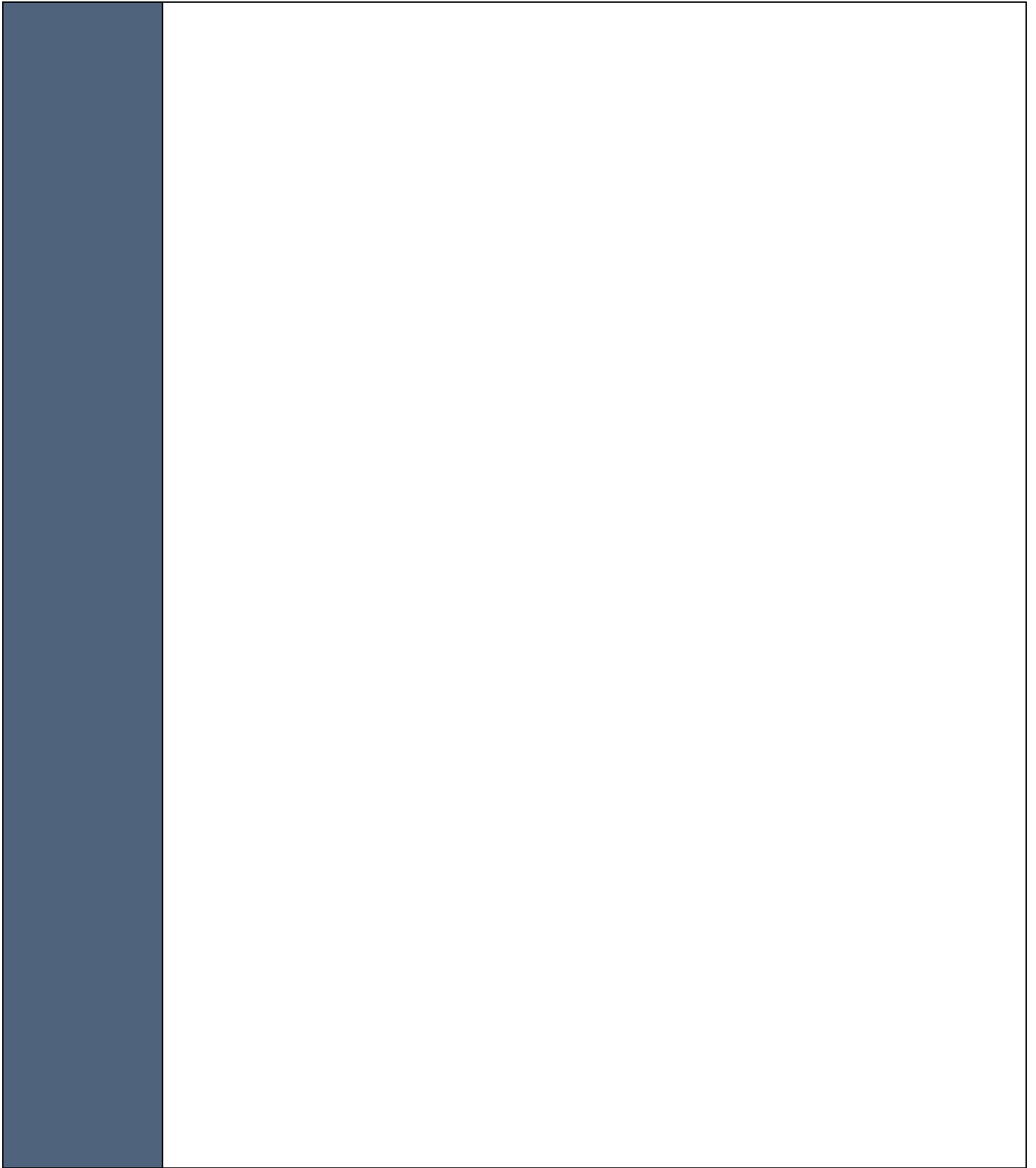
“The atmosphere was fantastic, it is the best community event I have attended, everyone's needs were catered for and not a single member of the family could feel left out. there was such a wide variety of activities, information, performance that the time just went so quickly and at no point was there nothing to do. fantastic event, well managed and obviously much care and thought has gone into this, so I like the most is how much care was in every bit of the event.”

What’s Next?

We are reviewing the improvement feedback comments to help us develop the event for next year. We were pleased with the successful response to the online survey and are planning to expand this as an arm to our consultation strategies.

Photos of the day:





Lawley Management Committee	
Date	15 th November 2025
Item 12	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 Q3 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.

During Q3 the navigation of the website was updated to make the menu simpler and content easier to find. The third audit of the year of the Lawley website was delayed due to staffing shortages within the Estates & Stewardship Team, however the CCO checked all corporate pages and links and updated pages as necessary. At the second meeting of the Communications Forum, the website was the main topic of discussion. Members were asked to give:

- Thoughts about the navigation on the website, whether they thought the menu was clear and easy to understand and is it easy to find the information you're searching for?
- Did they think the information about the estates & stewardship services was enough. Does it clearly explain the services/is there enough information or too little/too much?
- Their thoughts about the style and tone of website copy.
- How easy is it to find information such as:
 - Hiring the Lawley Community Hub
 - Details of the Estates & Stewardship services
 - Grounds maintenance contract details
 - Details about the resident-led committee
- Any information they feel is needed that is currently missing?

Overall, the forum felt the website was clear, menu headings were easy to understand and the drop-down worked. The search option meant even if you couldn't find something, you could search for it. They made some suggestions (see Appendix A for forum minutes) which are currently being worked through by the CCO.

Website

- **Uploaded 68 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.
- **Wrote and published 24 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 Q3 we did the following:

- **Wrote and posted 141 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. Q3 included posts about flagship events taking place – Summerfest and Lawley 5K fun run. These popular events achieve great engagement, which helps showcase our partnership work and community involvement.
- **Recorded or created and posted six videos** about the new bereavement support group, Summerfest and Lawley 5k. 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 Q3 of 2025, we issued two newsletters:

- July - 71% open rate
- September - 65% open rate

This compares to an average 45% for peers in the not-for-profit sector. In the July issue, articles relevant to Lawley residents included 'You said We did', summer activities, new bereavement group, and how to get involved. In the September issue, there were articles promoting regular groups and activities taking place at the hub, the new welcome packs, National Memorial Arboretum trip and Christmas dates.

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 Q3 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:

Communications Forum

The second meeting of the new Forum took place in September and focused on the website. See above and Appendix B for more details.

BBC Make a Difference awards

Ernie the therapy dog was short-listed in the animal award at this year's BBC Make A Difference awards. Following filming at Lawley Community Hub with residents from local care homes, a lovely video was created by the BBC, which was played at the awards ceremony (<https://www.bbc.co.uk/programmes/p0m0yssl>)

Although Ernie didn't win, his handler was overwhelmed with the support and very grateful to BVT for the nomination. It also resulted in positive marketing and media coverage for Lawley Community Hub.

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 third quarter of 2025, news releases were written and published to raise awareness of:

- The launch of a new bereavement group at the hub.
- Ernie the therapy dog honoured in BBC Make a Difference awards.

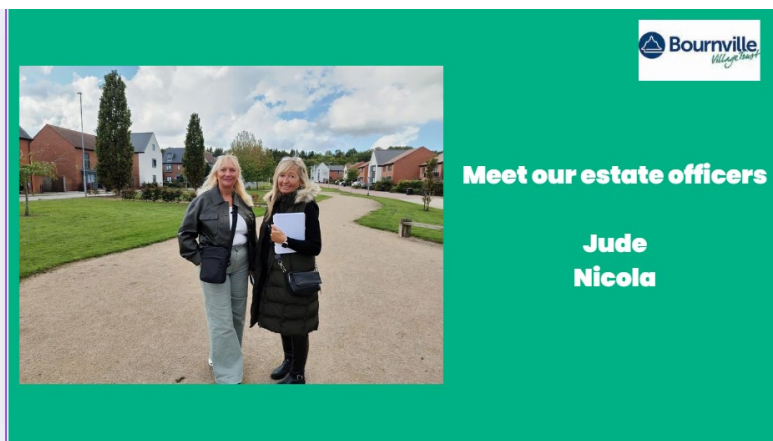
Press coverage allows us to raise awareness of our services, both to residents in Lawley and households in the surrounding areas. This can prove a useful marketing tool to reach people who are considering moving to Lawley. Coverage is shown in Appendix C.

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. The launch of the new bereavement group provided many great opportunities as did the continuous promotion of Summerfest and Lawley 5k fun run.

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.

New projects

Estate Officer role – the CCO is creating a range of videos with the support of the EOs to highlight the many different aspects to the role. The videos are currently in production and will be previewed by the Communications Forum before a launch in 2026.



Management charge information pack

The CCO has created a template project plan for the annual management charge information pack. Working with the HOS and E&SMs, work is starting to progress on this year's pack. The Communications Forum have agreed to preview the pack and advise of any thoughts.

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 Q3. This included:

- Fantastic turnout for Summerfest.
- Great partnership work in action.

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 more details, see Appendix D.

4. Financial impact

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

Most communications carried out for Lawley is digital (with hard copies available on request). This reduces costs associated with print and offers good value for money for residents. The 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

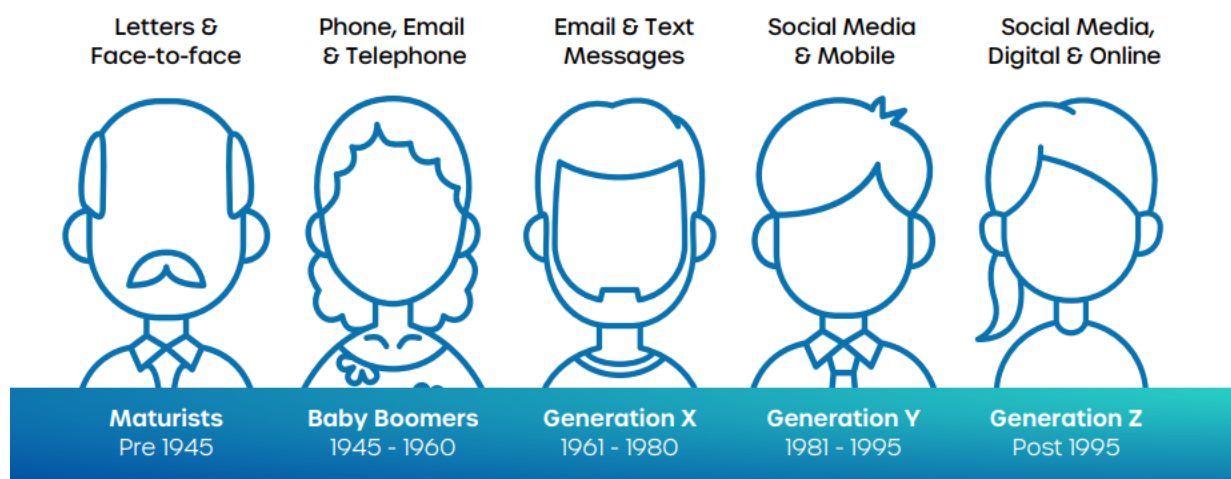
Our overall communications strategy supports the following objectives in our Diversity, Equality and Inclusion Policy.

- 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.



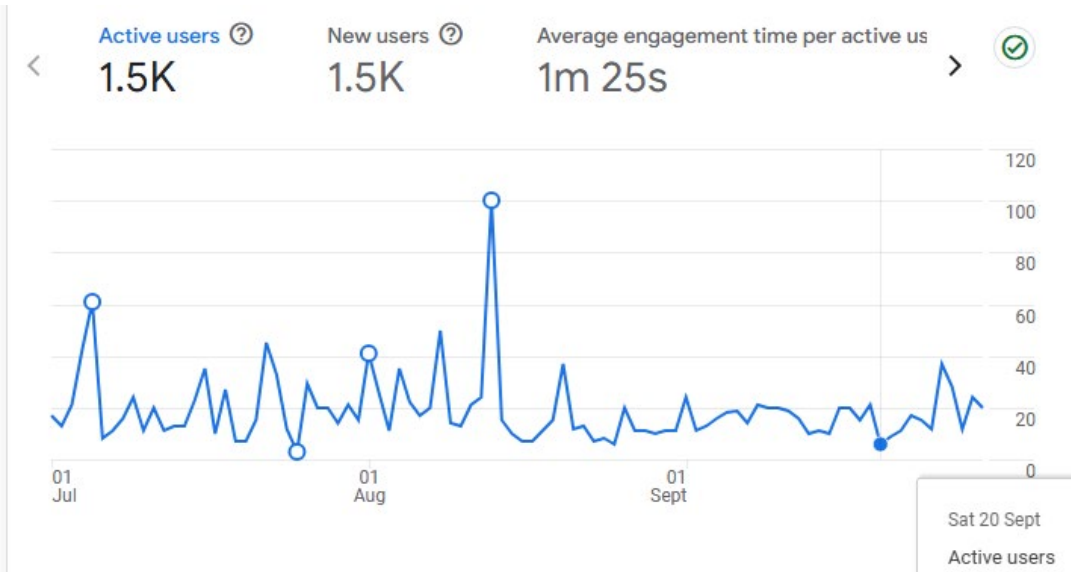
9. Customer Voice and Impact

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 Q3 of 2025. There were two main spikes, the first on 5th July, which was when Summerfest took place and the second on 13th August following promotions of events via social media. This shows the interest in events and the success of signposting from social media to our website.



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

		time per active user			per active user		All events	
		1,541	1,493	218	1m 25s	0.80	13,547	0.00
		100% of total	100% of total	100% of total	Avg 0%	Avg 0%	100% of total	
☒	Total	614 (39.84%)	596 (39.92%)	117 (53.67%)	1m 06s	0.87	4,720 (34.84%)	0.00 (-)
☒	1 Organic Search	497 (32.25%)	478 (32.02%)	54 (24.77%)	2m 22s	0.72	5,952 (43.94%)	0.00 (-)
☒	2 Direct	232 (15.06%)	225 (15.07%)	15 (6.88%)	24s	0.63	1,269 (9.37%)	0.00 (-)
☒	3 Organic Social	195 (12.65%)	191 (12.79%)	32 (14.68%)	1m 17s	0.95	1,595 (11.77%)	0.00 (-)
☒	4 Referral	3 (0.19%)	3 (0.2%)	0 (0%)	2s	0.33	11 (0.08%)	0.00 (-)
☒	5 Unassigned							

Page views

The graph below shows the top 10 most visited pages during the third quarter of 2025. Residents continue to log on to see event news, information about the annual accounts and how to alter homes.

	Page path and screen class	↓ Views	Active users	Views per active user	Average engagement time per active user	Event count All events	Key events All events	Total revenue
		7,033 100% of total	1,531 100% of total	4.59 Avg 0%	1m 25s Avg 0%	13,547 100% of total	0.00	£0.00
☒	Total							
☒	1 /	3,408 (48.46%)	734 (47.94%)	4.64	1m 10s	5,578 (41.18%)	0.00 (–)	£0.00 (–)
☒	2 /events	360 (5.12%)	109 (7.12%)	3.30	43s	706 (5.21%)	0.00 (–)	£0.00 (–)
☒	3 /your-home/bvt-annual-accounts-for-lawley	144 (2.05%)	94 (6.14%)	1.53	30s	402 (2.97%)	0.00 (–)	£0.00 (–)
☒	4 /your-village/lawley-grounds-maintenance-contract	130 (1.85%)	73 (4.77%)	1.78	38s	264 (1.95%)	0.00 (–)	£0.00 (–)
☒	5 /your-village/meet-the-bvt-lawley-village-team	115 (1.64%)	67 (4.38%)	1.72	56s	216 (1.59%)	0.00 (–)	£0.00 (–)
☐	6 /your-home/how-to-alter-your-home	114 (1.62%)	80 (5.23%)	1.43	39s	209 (1.54%)	0.00 (–)	£0.00 (–)
☐	7 /your-village/lawley-grounds-maintenance-contract/lawley-grounds-maintenance-reports-2025	102 (1.45%)	65 (4.25%)	1.57	56s	438 (3.23%)	0.00 (–)	£0.00 (–)
☐	8 /your-village/about-lawley-village	100 (1.42%)	84 (5.49%)	1.19	27s	295 (2.18%)	0.00 (–)	£0.00 (–)
☐	9 /your-home/annual-community-charge	99 (1.41%)	63 (4.11%)	1.57	30s	196 (1.45%)	0.00 (–)	£0.00 (–)
☐	10 /your-home/what-to-do-when-selling-your-home	95 (1.35%)	63 (4.11%)	1.51	41s	254 (1.87%)	0.00 (–)	£0.00 (–)

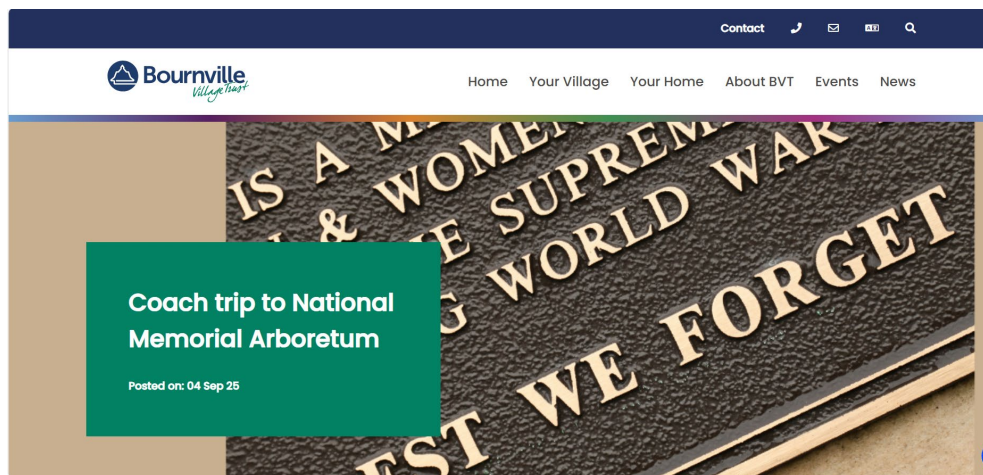
News posts

Topics:

The Customer Communications Officer meets with the Estate & Stewardship Manager and Community Development & Partnership Officer monthly, which helps feed news for the website. During Q3 this was impacted due to bereavement and sickness within the Estate and Stewardship team.

Three news stories were published:

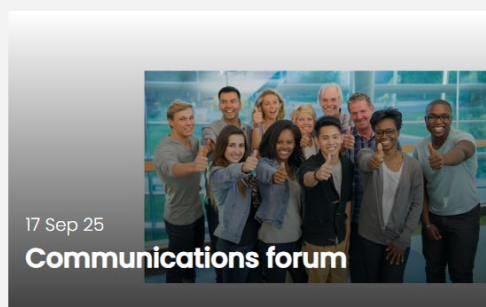
- New group launched in Telford to support bereaved families and friends.
- 2024 annual accounts.
- Coach trip to National Memorial Arboretum.



Events

Events have been published for the year. In Q3 of 2025 the following were published and took place:

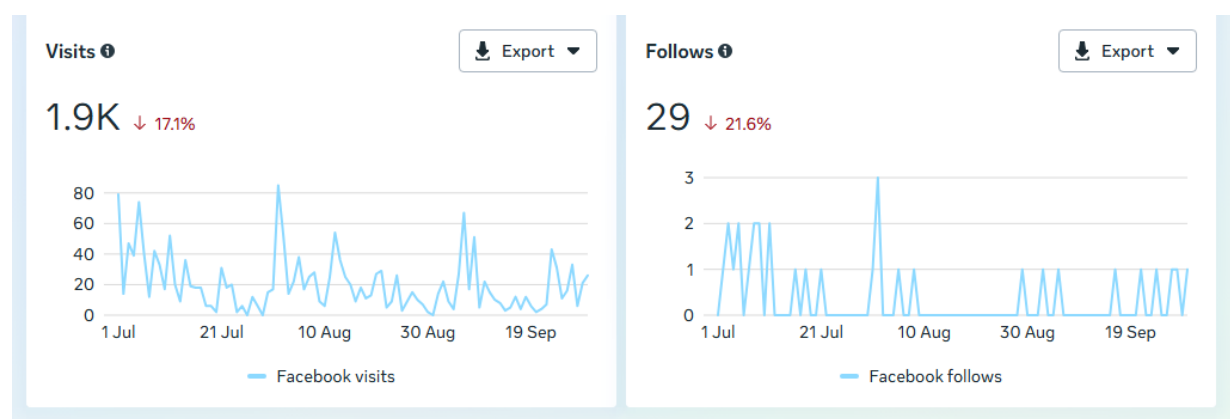
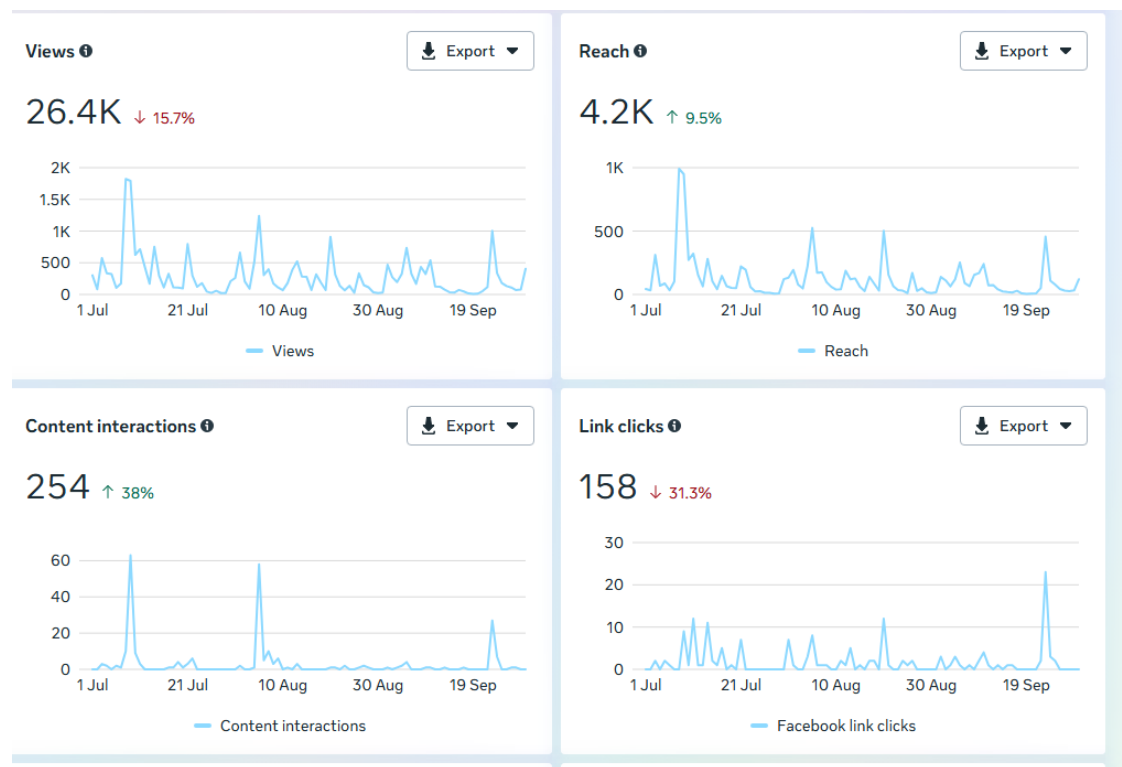
- 2 x Family hub drop-in
- 7 x Estate date
- 1 x Lawley Listening Hub
- 1 x Lawley Management Committee
- 3 x Armed forces drop-in session
- 2 x BVT tenant surgery
- 1 x BVT sounding group
- 1 x Summerfest
- 1 x Communications forum
- 1 x SENDIASS drop-in
- 1 x Lawley community coffee morning (cancelled)



Social media

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

The third quarter of 2025 continued to see an increase in followers and this quarter saw an increase in content interactions. This shows there is still a growing audience on Facebook.



The most 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.

Overview

Views ¹ 2,301 Reach ¹ 1,189 Interactions ¹ 12 Link clicks ¹ 11

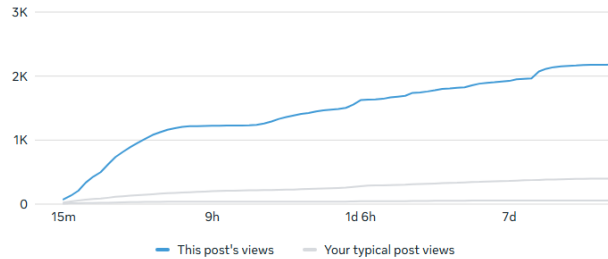
~ This post received more views compared to your recent Facebook posts.

Views ¹

2,301

Total

Followers



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

Interactions ¹

12

Likes and reactions ¹

Comments ¹

Shares ¹

Saves ¹

Feed preview



BVT in Lawley Village

Published by Donna Charway · 9 July ·

Shane Game has endured not just the loss of one son but two. During the period following her losses, she found she couldn't access the help she needed and it made her think of other people in a similar situation. She then set up the [Shrewsbury Bereavement Group](#). Following its success, requests were made to set up a Telford Group - <https://www.facebook.com/profile.php?id=61578221097330> and we're delighted to support Shane by holding it at the Lawley Community Hub. You can find out more about Shane's story and details of when the Telford Bereavement Group is next meeting at <https://bvtlawleyvillage.org.uk/.../new-group-launched.../>



View Post on Facebook

Overview

Views ¹ 1,604 Reach ¹ 764 Interactions ¹ 6 Link clicks ¹ 17

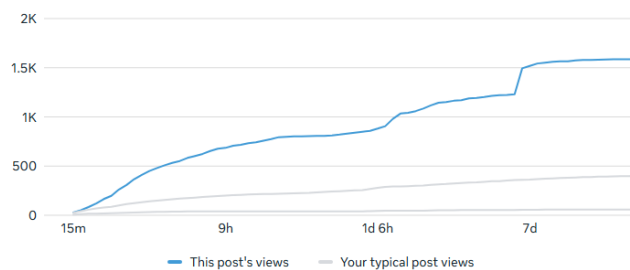
~ This post received more views compared to your recent Facebook posts.

Views ¹

1,604

Total

Followers



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

Interactions ¹

6

Likes and reactions ¹

Comments ¹

Shares ¹

Saves ¹

Feed preview



BVT in Lawley Village

Published by Donna Charway · 20 August ·

Our two estate officers have scheduled inspections for Lawley and these can be found on our Facebook page and website (<https://bvtlawleyvillage.org.uk/events>).

Residents are always welcome to join the estate officers to discuss any issues or concerns.

The next inspection is taking place on 29th August and will cover phases 5 and 9, which include:

Phase 5 which includes Baxter Drive, Brooks Avenue and Grant Close

Phase 9 which includes Archer Drive, Arkinstall Grove, Churchward Drive, Doody Close, Dowley Lane, Eunice Way, Handley Way, Maxfield Crescent, Newby Lane, Peak Fold and Simkin Close

If you would like to join the estate officer, please meet at Lawley Community Hub, opposite Greggs in the square. Don't forget if you can't make any of the Estate Dates, you can always contact the team to arrange a meeting convenient to you including evenings and weekends. Contact us on 0300 333 6542 or email lawleystewardship@bvt.org.uk to arrange.

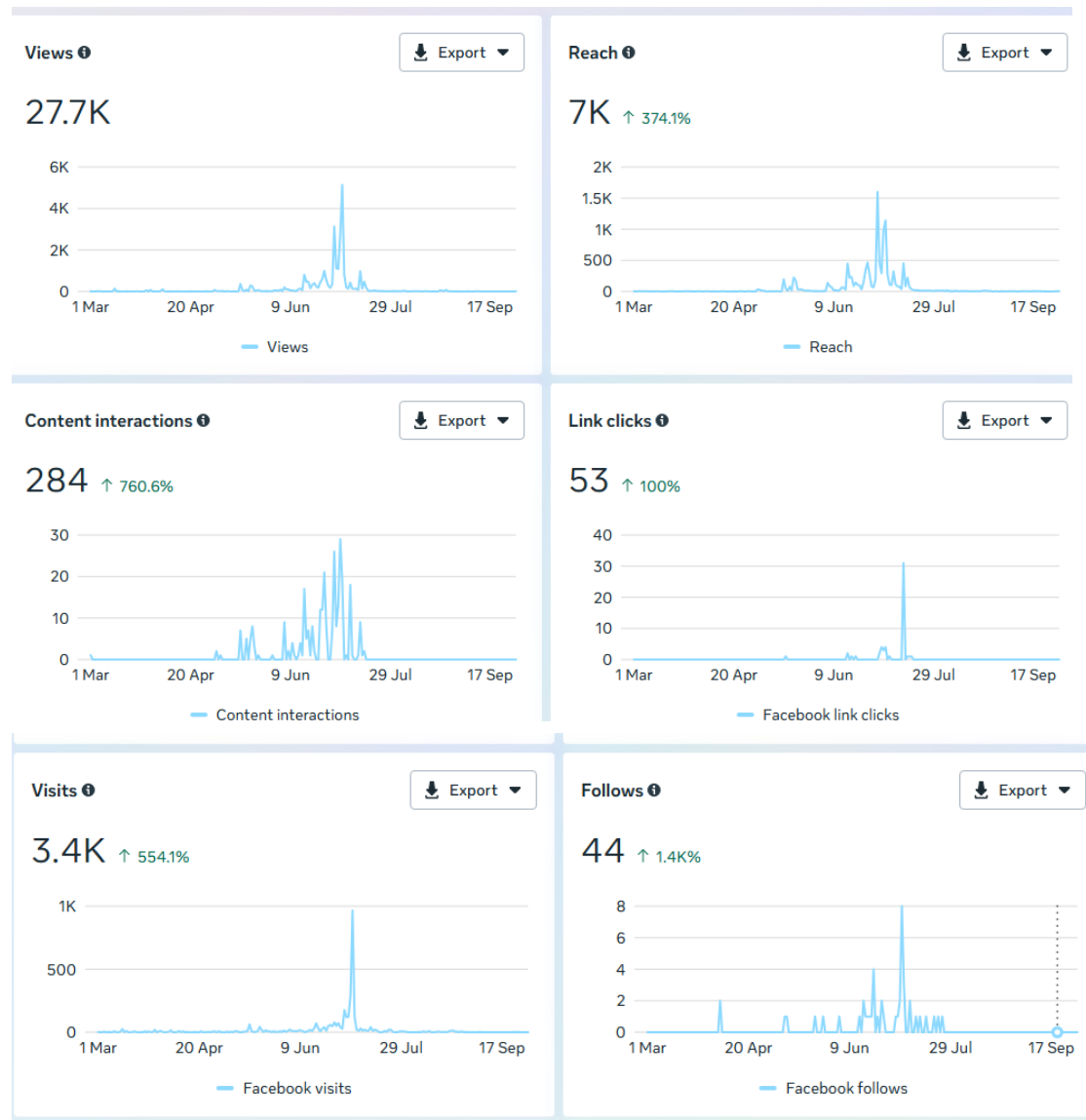
<https://fb.me/e/ba1UJNPV>



View Post on Facebook

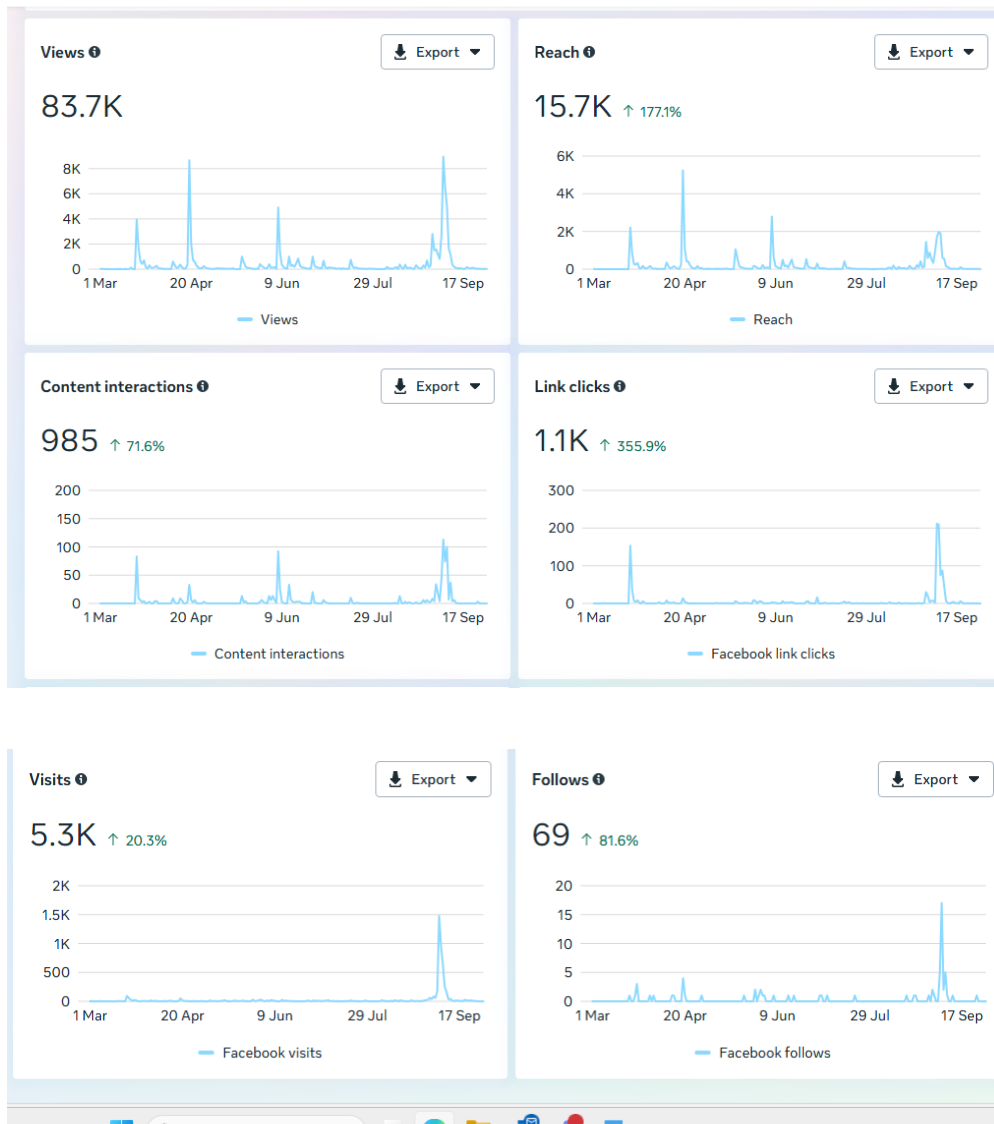
Summerfest

We continue to manage the Summerfest Facebook page, creating contents in the run up to the event and live streaming on the day. Results continue to improve in all areas including new followers.



Lawley 5k fun run

We continue to manage the Lawley 5K fun run Facebook page. From announcing the race date to regular pushes for entries, this ensured the race was fully subscribed once again. Live posting took place on the day as well as a round-up video following the event. Results continue to improve in all areas including new followers.



Online newsletter

You said, we did

Following requests from residents across our Birmingham and Telford neighbourhoods, we've improved information on our websites about the grounds maintenance services we provide.

On our main [website](#) there are details of the services we provide to residential blocks and schemes, as well as to wider areas of central and south Birmingham. Schedules are included, which show how frequently services such as grass cutting and hedge maintenance take place. If you'd like to find out more, click on the link below.

In Lawley, weekly reports are now available detailing works carried out. While in Lightmoor Village, the estate caretaker schedule is available. You can visit our Lawley and Lightmoor websites below for details:



Looking for things to do this summer?

If you're looking for things to do this summer, there are lots of activities and events taking place across our neighbourhoods.

Lawley and Lightmoor Villages have partnered with Lawley and Overdale Parish Council to organise over 40 different activities over the summer for young people ranging from cooking workshops to a visit from the Exotic Zoo.

Some activities require pre-booking, which can be done [here](#). Young people also have the opportunity to take part in lots of different sports provided by Telford and Wrekin Council. For details check out [Urban Games](#).

In Birmingham, Bournville's second [Pride Picnic](#) is taking place on Sunday 27th July, 12pm-4pm on Bournville Green. Selly Manor Museum is also holding various activities and events for all the family to enjoy, for more information check out the link below:



Regular groups and services meet at Lawley Community Hub

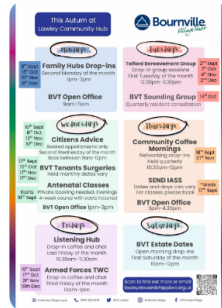
Residents in Telford are invited to attend a number of activities, services and groups at the Lawley Community Hub, which is run by Bournville Village Trust (BVT).

Regular bookings include:

- Family hub drop-ins.
- Telford Bereavement group.
- Citizens Advice.
- BVT tenant surgeries.
- Community coffee mornings.
- SEND IASS.
- Listening hub.
- Armed forces drop-in.

More information on the activities and booking details can be found on the Lawley website, by clicking the link below.

Visit BVT Lawley website



Welcome packs available for new residents in Telford

Residents moving to Lawley and Lightmoor Villages will receive a newly designed welcome pack to help them settle into their new home.

The welcome packs are also available on our websites for residents already living in the area. They include information ranging from what the Estates & Stewardship services include to how to get involved with the local community.

The Lawley welcome pack can be downloaded from <https://bvtlawleyvillage.org.uk/your-village/lawley-welcome-pack>. For the Lightmoor Village pack, click on the link below.



Download the BVT Lightmoor Village welcome pack

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

Email benchmarking

July 22, 2025 - October 8, 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 45 and up

Audience size

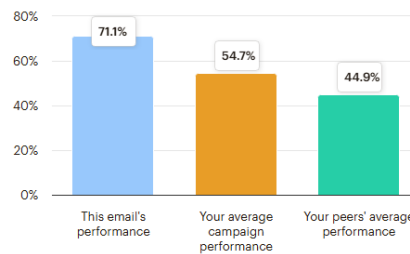
200 - 2,000

How your email compares

Open rate

Click rate

Unsubscribe rate



Email benchmarking

July 22, 2025 - October 8, 2025

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

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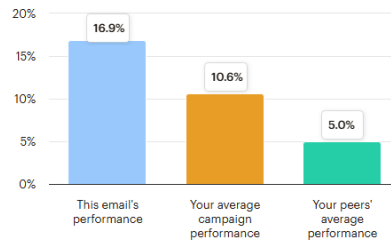
200 - 2,000

How your email compares

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Unsubscribe rate



Appendix B



Minutes of the Lawley Communications Forum

Meeting held at Lawley Community Hub and online via Microsoft Teams on 17 September 2025

Present:

Donna Charway, BVT Customer Communications Officer (chair)

Martin Hough, resident

Emily Bryan, resident and LMC member

Topic	Minutes	Action
Review of minutes of June meeting	Minutes accepted and chair thanked forum for their constructive input and passed on thanks from the Estates & Stewardship team. Following the Communications Forum, a meeting was held to discuss comments and feedback. Following this the following actions have been put in place. Lack of information from estate agents & solicitors during buying process. The new welcome packs are being sent to estate agents and solicitors as soon as a house is sold. The team understood the concerns and in 2026 are planning to hold pop-up sessions inviting estate agents and solicitors to go to find out more about BVT and the services it provides to residents. Why don't tenants receive the same information as home owners? There has been some confusion over the information sent out. The Estates & Stewardship team will be having meetings with the Housing team regarding this year's information to make sure the same details are sent to every resident. Suggestions made to letter The suggestions made will be incorporated into this year's pack. The forum were asked if they would be	

	willing to see the draft version of this year's management charge pack prior to committee approval and issuing. They said yes Three errors were picked up, forum asked about proof reading protocols. The teams acknowledged this and this year will be asking someone from a different team to proof read as well as everyone within the Estates & Stewardship and Housing teams. Website – didn't translate well to mobile phone and was a repeat of the informaton sent in the letter This year information in the pack sent out will be an overview and detailed information available on the website. While creating, it will also be double-checked for mobile viewing. Round up video/drop in session Both of these ideas were positively received and will be looked at by the teams. The Communications Forum were pleased that their feedback was well received and the actions that were going to be taken forward.	Send out draft management pack for comments by forum members.
September topic - website		
Q. Your thoughts about the navigation on the website, do you think the menu is clear and easy to understand, is it easy to find the information you're searching for?	The forum felt the homepage was clear, the menu headings were easy to understand and the drop-down worked. The search option meant even if you couldn't find something, you could search for it. They didn't feel any amendments were needed.	
Q.Looking at the information for the estates & stewardship services, does it clearly explain the services/is there enough information or too little/too much?	Current description is of long term stewardship and forum felt this should be changed to Estates & Stewardship Services, to make it consistent. There are a number of sections where links could be added to direct to other pages. For example when it mentions covenants, link them to the descriptive of covenants. On the community development page, the forum weren't clear what resident workshops meant.	

	For the wear and tear fund it mentions tarmac, perhaps an explanation needed as roads/paths are adopted by T&WC? The forum felt the word cyclical could be changed to be more easily understood.	
Q What do you think about the style and tone of website copy?	Tone is good, not too wordy and easy to understand. Liked the use of photographs but wondered if a descriptive could be put by each photo to say where it is e.g. for people new who may not know but also for those who use screen readers. Asked whether the website is suitable for those with colour blindness	
If you were looking for the following information how easy it is to find? • Hiring the Lawley Community Hub • Details of the Estates & Stewardship services • Grounds maintenance contract details • Details about the resident-led committee	Felt all information was easy to find and didn't struggle. https://bvtlawleyvillage.org.uk/your-home/what-are-covenants - not working link needs to be looked at.	
Is there any information you feel is needed that is currently missing?	The contact button at the top of the page is broken. On the complaints page, which directs to the main BVT page, felt that a few details could be added in first. E.g. if they had an issue they wanted reporting, they could contact the stewardship team rather than go to first stage complaint. The contact button doesn't come up on a mobile The phone button doesn't work on a laptop	
Topics for 2026	A discussion took place for topics for 2026 and the following were agreed. Estate officer comms project Online newsletter Breach letters/other EO communications	

	Welcome Pack	
Dates for 2026	11 February 13 May 19 August 11 November	

Appendix C

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



For immediate release
19 May 2025

PRESS RELEASE

New group launched in Telford to support bereaved families and friends

A new bereavement group has been set up at the Lawley Community Hub in Telford to support people who are grieving the loss of a loved one.

The group has been set up by Shrewsbury resident Shane Game, following the success of the Shrewsbury Bereavement Group.

Shane said: "I founded the group as a mother who had lost two sons and didn't have anywhere to turn to. Waiting lists for counselling were long and even then, it was only for a short period of time. I wanted to help others that were going through what I've been through."

Shane Game lost her son Ben, aged 28, who was born with congenital heart disease and endured



For immediate release

PRESS RELEASE

Ernie the therapy dog honoured in BBC's Make a Difference Awards

Telford-based Ernie the Golden Retriever has been honoured in this year's BBC Make a Difference Awards for his role as a therapy and assistance dog.

Nominated by Bournville Village Trust (BVT), Ernie is a regular visitor to care homes and schools across Telford as well as being an assistance dog to his owner.

Siobhan Dunn, Ernie's owner said:

"Ernie had a traumatic start in life; he was locked in a crate and had an electric collar used on him. We adopted him when he was seven months old and it took two years to rehabilitate him to get over the trauma. Despite his start in life, he has the most amazing calm and loving nature and wins the hearts of everyone he meets."



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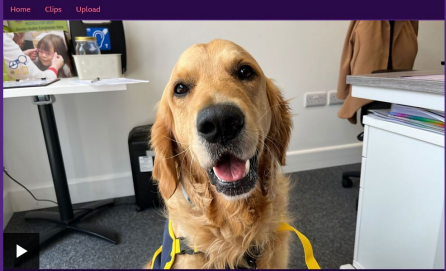
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By contributor Donna Charney Published Jul 12 Last updated Jul 12

BBC

Make a Difference: Shropshire



Make A Difference Award 2025 Animal – Ernie the therapy dog

This clip is from

Appendix D

Examples of articles in BVT's Staff Bulletin and Intranet

Popular charity fun run returns

The annual Lawley 5k fun run is returning on Saturday 6th September and registration is now open, with colleagues welcome to join in!

Last year over 250 people took part in the fun run, making it the most successful event to date.

All ages and abilities can take part in the run, which is organised by Lawley Running Club and the Lawley Community Consortium (previously known as Lawley Partnership Board), which includes Bourneville Village Trust and Lawley and Overdale Parish Council.

This year the event will raise funds for **PHRIUS** Prevention of Young Suicide, which is the UK charity dedicated to the prevention of suicide and the promotion of positive mental health and emotional wellbeing in young people.

The charity was chosen in honour of a Lawley resident, 16-year-old Max, who died by suicide.

To register for the event, please go to <https://lawleyrunningclub.co.uk/nc-events/lawley-5km-run-run/>

In other news, Summerfest – a free family fun event – is also back in Lawley on Saturday 6th July. As well as a fun stage programme, there will be lots of activities for all the family to enjoy.

The event is organised by the Lawley Estates and Stewardship team and volunteers are always welcome. If you'd like to find out more about volunteering, please contact Lindsay Powell, Community Development and Partnerships Officer.



Estates team play leading role in most successful Summerfest to date

With a packed stage programme, lots of free activities, yummy food and drink and good weather, it's no wonder this year's Summerfest in Lawley was the most successful ever.

The popular and free family fun day is organised by our Estates and Stewardship team in Lawley and Lawley and Overdale Parish Council.

Around 2,000 people attended the event throughout the day and lots of BVT colleagues lent a hand to make sure everything ran smoothly.

Lindsay Powell, Community Development and Partnerships Officer, said: "Thanks go to Elaine U, Tracey Rowe, Arthur Tsang, Hour Hemming, Rob Hemming, Julie Kyling, Wilthouska, Tish Weston, Mark Dorrington, Vicki Burnett-Rogers and her sister Katherine for volunteering.

"And of course the Lawley team, Mark, Ade, Shannon, Donna, Rich who were there on the day and Rick and Nicole who helped in the run up. They all did a fantastic job delivering the event and we had record attendance. Even the sun made an appearance!"

The team are now busy running children's holiday activities, with 51 activities planned across Lawley, Lightmoor and Overdale. Activities are run in partnership with the Lightmoor team, Lawley and Overdale Parish Council and borough-wide initiatives, with over 2,200 places in the areas we work.



In other news, a new Telford Bereavement Group has been set up and is running from Lawley Community Hub. Lin Powell, Community Development and Partnerships Officer in Lawley, and Janet Chorley, Customer Communications Officer, have worked with the group's Board to launch the service which is open to anyone who is grieving and needs a friendly and welcoming place to talk.



News11 Jul 2024

Lawley celebrates a successful Summerfest



1

Lawley Management Committee Dates 2026

The committee dates for 2026 have been planned to avoid school holidays to create maximum attendance for all meetings.

Reporting Period	Lawley Management Committee Tuesday 6pm	LMC Working Group Tuesday 6pm	Appeal Panel / EHF Panel Tuesday 6pm
Quarter 4 Oct-Dec 2025	3 rd February 2026	No January working group due to early Feb committee. 10 th March 2026	27 th January 2026 24 th February 2026 24 th March 2026
Half Term Monday 16th- 20th February 2026			
Quarter 1 Jan-Mar 2026	12 th May 2026	14 th April 2026 9 th June 2026	28 th April 2026 26 th May 2026 23 rd June 2026
Easter Holidays Monday 30th March 2026 – Friday 10th April 2026 Half Term Monday 25th May 2026 – Monday 29th May 2026			
Quarter 2 Apr-Jun 2026	1 st September 2026	7 th July 2026	28 th July 2026 25 th August 2026 29 th September 2026
School Summer Holidays Monday 20th July 2026 – Monday 31st August 2026 No committee or working group in August			
Quarter 3 Jul-Sep 2026	10 th November 2026	13 th October 2026 8 th December 2026	27 th October 2026 24 th November 2026
Half Term Monday 26th – 30th October 2026 Half Term Monday 21st December 2026- Friday 1st January 2027			