



**BOURNVILLE VILLAGE TRUST  
LAWLEY MANAGEMENT COMMITTEE**

**Business Meeting of the Lawley Management Committee (LMC)  
to be held on Tuesday 12<sup>th</sup> May 2026 6pm-8pm  
at the Lawley Community Hub and Microsoft Teams**

**A G E N D A**

**1. INTRODUCTIONS AND APOLOGIES** **JH**

**2. DECLARATIONS OF INTEREST** **JH**  
Members to declare interests with any items specifically on this agenda.

**3. MINUTES** **JH**  
To receive and **APPROVE** the Minutes of the meetings held on:  
• 3<sup>rd</sup> February 2026

**4. MATTERS ARISING/OUTSTANDING ACTIONS** **JH**  
To receive updates on outstanding actions from the previous minutes (attached)

**ITEMS FOR DECISION**

**5. COMMITTEE EFFECTIVENESS & TERMS OF REFERENCE REVIEW (attached)** **HP**

**6. LAWLEY COMMUNITY HUB CHARGE TABLE (attached)** **MC**

**7. M&BG LIMITED GROUNDS MAINTENANCE 3 YEAR REVIEW (attached)** **MC**

**ITEMS FOR DISCUSSION**

**8. QUARTERLY FINANCIAL REPORT** **MC**  
To receive a report for Q1 2026 (attached)

**9. ESTATES AND STEWARDSHIP REPORT** **MC**  
To receive a report for Q1 2026 (attached)

**10. QUARTERLY PERFORMANCE REPORT** **MC**  
To receive a report for Q1 2026 (attached)

**11. PROGRESS ON LAWLEY PROJECTS 2026** **MC**  
To receive a report for Q1 2026 (attached)

**12. COMMUNITY DEVELOPMENT & PARTNERSHIPS REPORT** **LP**

To receive a report for Q1 2026 (attached)

**13. COMMUNICATIONS REPORT**

**DC**

To receive a report for Q1 2026 (attached)

**ITEMS FOR NOTING**

**14. MEETING PLAN 2026**

**MC**

To receive a plan of future meetings

**15. ANY OTHER BUSINESS**

**JH**

Please discuss AOB items with the Chair before the meeting

**16. DATE OF NEXT MEETINGS**

**JH**

**WORKING GROUP MEETING**

9<sup>th</sup> June 2026

7<sup>th</sup> July 2026

13<sup>th</sup> October 2026

8<sup>th</sup> December 2026

**FORMAL MEETING**

7<sup>th</sup> July 2026 (Interim Business Meeting)

1<sup>st</sup> September 2026

10<sup>th</sup> November 2026

**OPEN MEETING CLOSES**

**Minutes of the Lawley Management Committee  
Meeting held at Lawley Community Hub and online via Microsoft Teams on  
3<sup>rd</sup> February 2026 at 06:00pm**

	<p><b>PRESENT:</b> James Haldron (JH) – Chair Matt Gabbittas (MG) – Vice Chair Arthur Tsang (AT) Grant Williams (GW) Mark Darlington (MD) Kate Ballinger (KB) Garf Parker (GP) Emily Bryan (EB)</p>	
	<p><b>IN ATTENDANCE:</b> Tracey Rowe (TR) - Head of Estates &amp; Stewardship Mike Cunneen (MC) - Estates &amp; Stewardship Manager Shannon Reynolds (SR) – Minute Taker Donna Charway (DC) – Online Meeting Facilitator</p>	
	<p><b>OBSERVERS</b> This is a public meeting; those joining can observe and interact with DC only.  Nicola Kennedy (NK) – Estates Officer</p>	
<b>01/26</b>	<p><b>INTRODUCTIONS &amp; APOLOGIES</b></p> <p><u>Introductions:</u></p> <p><u>Apologies:</u> Cllr Luke Lewis (LL) Pete Richmond (PR) Ian Springle (IS)</p> <p><u>Absent:</u></p>	
<b>02/26</b>	<p><b>DECLARATIONS OF INTEREST</b></p> <p>None received.</p> <p>Committee <b>NOTED</b> there were no declarations.</p>	
<b>03/26</b>	<p><b>MINUTES</b></p> <p>JH tabled the minutes of the 15<sup>th</sup> November 2025 meeting and asked if there were any comments or amendments.</p>	

	<p>MG clarified that a comment recorded under AOB with his initials was made by another person.</p> <p>SR to correct the minutes.</p> <p>Committee <b>APPROVED</b> the minutes of the meeting held on the of 15<sup>th</sup> November 2025 as a true and accurate reflection.</p>	SR
<b>04/26</b>	<p><b>MATTERS ARISING/OUTSTANDING ACTIONS</b></p> <p>JH presented the outstanding actions schedule (Appendix).</p> <p>Action 063/25 (Comms on Community Charge Financial Assistance Decision) - MC reported that a communication is being drafted with Donna to explain the community charge position. Instead of stating that assistance won't be offered, residents will be directed to the annual accounts and signposted to the Income Team and Money Matters Team for financial support or advice. This will be published on social media and the website.</p> <p>Action 067/22 (Ground Rent) - TR confirmed that the issue has not yet been progressed. Proposals will be taken to an upcoming working group meeting for discussion, before being presented to Committee for a formal decision.</p> <p>No comments raised.</p> <p>Committee <b>APPROVED</b> and <b>NOTED</b> the Outstanding Actions Schedule</p>	
<b>ITEMS FOR DECISION</b>		
<b>05/26</b>	Committee noted there were no items for decision.	
<b><u>ITEMS FOR DISCUSSION</u></b>		
<b>06/26</b>	<p><b>QUARTERLY FINANCIAL REPORT</b></p> <p>MC presented the report.</p> <p>MC asked if there were any questions. None were received.</p> <p>Committee <b>NOTED</b> the contents of the report.</p>	
<b>07/26</b>	<p><b>ESTATES AND STEWARDSHIP REPORT</b></p> <p>MC presented the report.</p> <p>MC acknowledged the warm welcome and support received since joining the team in Lawley.</p> <p>GP entered the meeting.</p> <p>Following a question about whether the caretakers' work in looking after the flats was funded through a management fee, it was clarified that this</p>	

	<p>forms part of their normal day-to-day responsibilities and does not incur any additional cost to residents.</p> <p>A concern was raised that M&amp;BG had not reported recent health and safety incidents promptly. It was noted this had already been raised at their recent performance review, as they should be informing the organisation of such issues in line with their key performance indicators. One specific incident involved a worker being struck in the face by dog waste while strimming, which highlighted ongoing problems with dog fouling on the estate. M&amp;BG have been reminded that they must survey areas before beginning work as a basic health and safety requirement.</p> <p>Committee discussed concerns about dog fouling. Although not considered a widespread issue, it was suggested that reminders to residents about cleaning up after their dogs could be added to future communications. M&amp;BG will report any problem areas so they can be raised with the council's enforcement officers, who can act on public land. Joint patrols with local community teams may be considered if issues persist.</p> <p>Committee discussed questions about the grounds maintenance contract and whether contractors could support winter services such as gritting. It was confirmed the current contract is a five-year term, with a three-year performance review taking place this year. Members raised concerns about severe winter conditions in Lawley, particularly on non-adopted roads where gritting is not carried out by the local authority, leaving residents unable to safely leave the estate.</p> <p>It was explained that Lawley's land is owned by Homes England and managed by developers until adoption, meaning community charges cannot be used to fund gritting on public highways. The developers have also refused to provide grit bins, and adoption delays continue to cause issues. Some public junctions will receive grit bins from the council or parish council.</p> <p>Several members stressed safety concerns, especially in Phase 6 where access is limited and roads become hazardous. It was suggested that the issue should be escalated to the Lawley Community Consortium and raised at the upcoming Long-Term Stewardship Group meeting with Homes England and developers. Concerns remain that, even after adoption, the council may still not routinely grit these roads.</p> <p>JH asked if there were any questions. None were received.</p> <p>Committee <b>NOTED</b> the contents of the report.</p>	
08/26	<p><b>QUARTERLY PERFORMANCE REPORT</b></p> <p>MC summarised the report.</p> <p>A question was raised about reduced inspections of the courtyards over the holiday period. It was suggested that this may be the ideal time for a stronger on-site presence, as more residents are at home and issues such as overflowing bins become more noticeable. One member highlighted ongoing problems with missed cleaning and bin collections by the contractor employed by CBRE, resulting in them personally clearing</p>	

	<p>waste multiple times over Christmas. It was noted that both BVT and the parish council are pursuing the issue with the contractor and the council.</p> <p>A query was raised about inconsistencies in the KPI tables and pie charts within the report. One pie chart appeared to have nine segments but only eight labels, and figures on page 5 did not seem to align, particularly the quarter 4 2024 number, which looked unusually high. Tracey confirmed this was due to an error: the quarter 4 2024 figure shown was actually a year-to-date total, but this had not been labelled clearly. She also noted that the KPI layout has been causing confusion more widely, and managers will be reviewing and redesigning the format next week to ensure clearer year-on-year comparisons.</p> <p>Committee <b>NOTED</b> the contents of the report.</p>	
09/26	<p><b>COMMUNITY DEVELOPMENT AND PARTNERSHIP REPORT</b></p> <p>MC presented the report.</p> <p>KB commended the quality of the report and asked that thanks be passed on to LP.</p> <p>KB queried the reference to Community Connectors, noting she works with them through Community Resource. She highlighted that Southeast Shropshire is outside the Telford patch and suggested linking instead with the Telford Community Connectors group. KB offered to speak with LP about making that connection.</p> <p>AT asked for clearer impact reporting from Eileen Hewer Fund recipients, suggesting the addition of stories or data to show what grants achieved and to help promote the fund to residents.</p> <p>TR noted the new procedure already includes collecting feedback and social value information, with plans for good-news stories. DC confirmed work on this had begun but was delayed due to LP's absence; it remains planned and will move forward either before LP's return or afterwards.</p> <p>Committee discussed delays in a grant payment linked to the Eileen Hewer Fund. It emerged that the applicant had found a cheaper quote, reducing the amount needed, and that the delay was also due to waiting for them to submit the revised quotes.</p> <p>Committee discussed how the Eileen Hewer Fund is managed financially. It was clarified that:</p> <ul style="list-style-type: none"> <li>• The fund operates on actual spend, not commitments, and must be spent within the January–December budget year.</li> <li>• If a grant is approved but not drawn down by 31<sup>st</sup> December, the money is lost from that year's allocation and must be taken from the next year's budget.</li> <li>• This could reduce the £25,000 available to residents in the following year, which the committee wants to avoid.</li> </ul> <p>Committee agreed the process needs to be more robust. Suggestions included:</p>	

	<ul style="list-style-type: none"> <li>• Making it clear in the offer letter that grants must be drawn down or invoiced by 31<sup>st</sup> December, or a new application will be required.</li> <li>• Encouraging applicants, particularly those approved in autumn, to complete spending promptly.</li> <li>• Adding a condition of grant requiring funds to be drawn down within a set timeframe, e.g. 30 days.</li> </ul> <p>MC to discuss this with LP on her return and update the grant process accordingly.</p> <p>Committee <b>NOTED</b> the contents of the report.</p>	MC
<b>10/26</b>	<p><b>QUARTERLY COMMUNICATIONS REPORT</b></p> <p>DC presented the report.</p> <p>JH asked if questions. None were received.</p> <p>Committee <b>NOTED</b> the contents of the report.</p>	
<b><u>ITEMS FOR NOTING</u></b>		
<b>11/26</b>	<p><b>MEETING PLAN 2026</b></p> <p>JH tabled the 2026 Meeting Plan. No comments raised.</p> <p>Committee <b>NOTED</b> the meeting plan.</p>	
<b>12/26</b>	<p><b>ANY OTHER BUSINESS</b></p> <p>No comments raised.</p>	
<b>13/26</b>	<p><b>DATE OF NEXT MEETING</b></p> <p><u>Formal meetings</u>  12th May 2026 – Apologies: GW  1st September 2026  10th November 2026</p> <p><u>Working Group meetings</u>  10th March 2026  14th April 2026  9th June 2026  7th July 2026  13th October 2026  8th December 2026</p> <p>Committee <b>NOTED</b> the date of the next meeting.</p>	
	<p><b>The meeting closed at 06:59pm</b></p>	

	..... Chair	
	..... Date	
	..... Secretary	
	..... Date	

DRAFT

**LMC Outstanding Actions**

MIN	TOPIC	ACTION	Action Owner	PROGRESS
<b>ACTIONS FROM LMC 3<sup>rd</sup> February 2026</b>				
09/26	<b>Eileen Hewer Fund Process Amendment</b>	MC to discuss proposed changes with LP on her return and update the grant process to reflect the clarified drawdown deadline, prompt-spend messaging, and the addition of a set drawdown-time requirement.	<b>MC</b>	To provide a verbal update at the meeting on the 12 <sup>th</sup> May 2026
03/26	<b>Correction to meeting minutes</b>	SR to amend the meeting notes to ensure the comment recorded under AOB is attributed to the correct individual.	<b>SR</b>	<b>Complete</b>
<b>ACTIONS FROM LMC 15<sup>th</sup> November 2025</b>				
063/25	<b>Comms on Community Charge Financial Assistance Decision</b>	TR to ask DC to look at how the decision not to adopt the financial assistance scheme could be made public.	<b>MC</b>	To provide a verbal update at meeting 03.02.26 <b>Complete</b>
058/25	<b>BVT Email Access</b>	SR to work with KB and GW to enable access to their Lawley Management Committee emails.	<b>SR</b>	<b>Complete</b>
<b>ACTIONS FROM LMC 16<sup>th</sup> September 2025</b>				
048/25	<b>Meeting Plan Amendment</b>	SR to amend a typo in the meeting plan (date listed as 19th September instead of 16th).	<b>SR</b>	<b>Complete</b>

045/25	<b>Publishing Performance Data</b>	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.	<b>MC</b>	Good progress has been made to this piece of work. The Stewardship Support Officer is in the final stages of completing an infographics performance report. The report will show the number of alterations applications and breaches that have been recorded. This will be something that will be uploaded to the BVT Lawley website on a monthly basis.
043/25	<b>Fence Replacement Approach</b>	Team to review the work and confirm the approach for fence repairs/replacements	<b>TR/NF</b>	Discussed in Estates & Stewardship Report, Item 9 of 15 <sup>th</sup> Nov Meeting. <b>Complete</b>
<b>ACTIONS FROM WORKING GROUP 24<sup>th</sup> June 2025</b>				
A05/25	<b>Lawley Community Hub Charge Table</b>	NF to submit a proposal to keep the LCH charge table the same for a further year to September 16 <sup>th</sup> 2025 business meeting.	<b>MC</b>	A report will be presented to Committee on the 12 <sup>th</sup> May 2026.
A04/25	<b>EHF Informal Working Groups</b>	LP to form informal groups to look into details of any future proposals.	<b>LP</b>	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 <sup>th</sup> November meeting. <b>Complete</b>
<b>ACTIONS FROM LMC 13<sup>th</sup> May 2025</b>				
26/25	<b>Recording Resident Enquiry Types</b>	NF agreed to consider how this could be implemented meaningfully.	<b>NF</b>	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. <b>Complete</b>
24/25	<b>Wear &amp; Tear Fund compared to Arcadis Report</b>	AT to update committee on the Wear & Tear Fund's tracked progress against the previous Arcadis report and the timing of the next report.	<b>AT</b>	Update on Wear and Tear fund to be presented to LMC at their meeting 16 <sup>th</sup> September by Pete Richmond – confidential item. Full 5 year review to be carried out in 2026. <b>Complete</b>
<b>ACTIONS FROM LMC 4<sup>th</sup> February 2025</b>				
007/25	<b>Risk Register</b>	Lawley Risk register to be reported on at the next meeting for new committee members.	<b>TR</b>	Scheduled for the working group meeting 2 <sup>nd</sup> September. Deferred to October 2025 working group meeting due to running out of time at the 2 <sup>nd</sup> September meeting. Added to meeting planner. Deferred to Q1 2026
<b>ACTIONS FROM LMC 9<sup>th</sup> November 2024</b>				
063/24	<b>Financial Support Fund</b>	TR advised that Officers would review the proposal to put aside a support fund and the proposal to hold a consultation and present a report at the February committee meeting.	<b>TR/NF</b>	Update 04/02/25 – Deferred to 24 <sup>th</sup> June 2025 Presented finding at working group meeting 2 <sup>nd</sup> September 2025. General agreement not to proceed – require formal report to next committee. <b>Complete</b> , see agenda item 7 of meeting 15.11.25

<b>Lawley Management Committee</b>	
<b>Date</b>	<b>12<sup>th</sup> May 2026</b>
<b>Item 5</b>	<b>Committee Effectiveness &amp; Terms of Reference Review</b>
<b>Author</b>	<b>Hannah Pryce Company Secretary</b>
<b>Contact Details</b>	<a href="mailto:hannahpryce@bvt.org.uk">hannahpryce@bvt.org.uk</a> <b>0121 667 1152</b>



## 1. Purpose of Report

To provide a summary of the committee effectiveness review process completed with committee members in April 2026, including a review of the Terms of Reference and proposed improvement actions.

## 2. Recommendation/s

To **DISCUSS** the report and **APPROVE** the improvement actions for the Committee.

To **RECOMMEND APPROVAL** of the Terms of Reference for the committee to the Customer and Neighbourhoods Committee.

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

Good governance results in the effective oversight and delivery of all of our strategic aims, however, this review specifically supports BVT's strategic aim of 'Building organisational strength'.

## 4. Financial Impact

There are no direct financial implications within this report. Any improvement activities will be funded from existing budgets.

## 5. Value for Money Impact

Governance improvements will contribute to increased effectiveness, ensuring that services meet customer and community needs.

## 6. Risk and Assurance Impact

This report links to corporate risk 9 – non-compliance with legal and regulatory requirements. The effectiveness of this committee is essential to ensure compliance with regulatory expectations around consumer regulation.

## 7. Relevant Legislation and Regulation Impact

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. The committee has a key role in ensuring that services provided to

customers are fair and equitable and that customers experience fair and equitable outcomes.

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

The committee effectiveness review identified an improvement activity to continue to better engage with and encourage groups not currently represented on the committee to actively take part in the elections process.

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

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

The Lawley community very clearly wanted more control over how the Community Charge was spent in the community which resulted in the current resident-led Lawley Management Committee structure.

## **10. Report**

### **10.1 Background**

The effectiveness of each committee is reviewed each year by committee members in line with BVT's Governance Review and Development Policy and the adopted Code of Governance.

Committee effectiveness review forms were issued to committee members for this committee in Spring 2026 to complete and return to the Governance team, who collated the responses and drafted this report in collaboration with the Chair and lead officer for the committee.

The review form asked for committee member feedback on a number of areas under the key themes of:

- Committee structure, remit, membership and wider effectiveness
- Committee impact, including completing a skills assessment
- Additional comments to help inform the review.

This report provides a summary of the results of the review, any recommended improvement actions and any suggestions of changes to the Terms of Reference.

### **10.2 Summary of the results of the Committee Effectiveness Review and Skills Gap Analysis**

Overall, the Lawley Management Committee is operating effectively, with strong attendance, constructive challenge, and a positive team culture that supports good decision-making. Committee members broadly feel that meeting arrangements, agenda papers, officer support, and internal dynamics work well, and that the committee has contributed to tangible service improvements, particularly around transparency, resident engagement, and the development of the Lawley Design Guide.

The review highlights opportunities to strengthen the committee's impact further by improving onboarding and training, increasing diversity and representativeness, and strengthening how the work and impact of the committee is shared with residents.

### **What's working well**

- Meetings are well attended and generally scheduled at a time that works for most members. Agendas, reports, and minutes are of good quality.
- The committee works collaboratively, with respectful debate, constructive challenge, and shared ownership of decisions. Members feel confident to ask challenging questions and are supported by the Chair to do so.
- Officers are seen as accessible, responsive, and supportive during and outside of meetings.
- The committee is effective at scrutinising performance information and budgets, despite some reporting feeling a little more complex (finance reports).
- Members feel that there has been a tangible improvement to services and better communication with residents, including the revised Lawley Design Guide which has resulted in fewer alterations appeals. Open meetings and published papers improved transparency and resident trust and there is now greater visibility of budgets and performance data.
- The committee is resident driven, with strong local knowledge among members. Members bring a wide range of skills and knowledge with no significant skills gaps identified, and collective experience is considered adequate.
- Members feel the committee works very well as a team and has healthy and constructive debates, with a healthy balance of personalities and experience. Committee members scored the various questions on the skills gap form very highly with no skills gaps identified.

### **Areas for improvement**

- There was feedback from a member that some of the finance report tables can be a little difficult to understand. A finance workshop where officers and committee members run through the finance report may be helpful which would also be helpful for new members once the elections are completed.
- There was feedback that committee should more proactively lead on setting the agendas for the meeting. Committee annually sets the agenda plan for the year ahead and monitor the plan at each meeting. Committee members are able to add any items as needed to the plan. Committee members can also request items to be added to the Any Other Business section before the meeting. There is also a Committee member WhatsApp group where any issues can be raised in between meetings.
- There was a suggestion to better highlight the challenge and impact of the committee in the minutes to share with residents. This could be achieved through a change in the format of the minutes, through publishing a summary report after each meeting for residents or considering publishing a Chair's blog after each meeting.
- There was a suggestion that impact assessment should be completed when committee is making decisions to better understand the impact of changes on

different groups of residents. Customer Impact Assessments and Equality Impact Assessments are completed to inform each policy review and customer feedback was used to inform the Grounds Maintenance contract procurement. The standard cover report template sets out EEDI and customer impact for each report and officers are working to continuously improve this.

- The diversity of the committee is not representative of the Lawley community, particularly in terms of ethnicity, gender and tenure. Targeted communications and engagement are taking place throughout the elections to help ensure a diverse range of candidates are up for election.
- There was feedback throughout the review relating to the limited onboarding of new members. The Governance team at BVT are developing a quality onboarding process including training, working in collaboration with the Estates and Stewardship team for the operational and technical aspects.
- There was a suggestion to appoint committee leads or champions for key areas where committee members would liaise with officers, as the Chair currently leads on most areas. Committee should consider which are the key areas and if there are committee members willing to lead on this area.
- There was a suggestion that the Design Guide should be a live document that evolves as the developments change. The Design Guide is reviewed a minimum of every three years or sooner if required.

A summary of specific improvement actions for the committee can be found at **Appendix 1** at the end of this report.

### **10.3 Terms of Reference (ToR) Review**

**Section 2.11** – Termination of Membership - The ToR has been updated to reflect the new Governance Conduct and Grievance Policy (available on TeamEngine) which sets out a fair and transparent process for dealing with issues relating to committee member behaviours or conflicts, including an appeals process. The ToR also now makes it clear that the LMC Chair can remove a committee member that does not attend at least three consecutive committee meetings without a leave of absence in consultation with the committee.

**Section 2.3** – Co-optees – There was a suggestion to restrict the attendance of the Lawley and Overdale Parish Council for confidential items. Ongoing discussions are taking place with the Parish Council regarding their relationship with BVT and the committee and any proposed changes can be picked up in the next Terms of Reference review or sooner if required.

**Section 4** - There was one suggestion for a change to the Terms of Reference relating to the Principle Functions at section 4 to better reflect the purpose of the committee at section 1 around the committee's responsibility to the residents to ensure quality of service. This has been included at 4.1-4.3.

The Terms of Reference has also been updated to reflect a change in remit from the Place-shaping Committee to the Customer and Neighbourhoods Committee which is the committee responsible for approving the LMC Terms of Reference and receiving updates from LMC.

The draft Terms of Reference can be found at **Appendix 2**.

#### **10.4 Next steps**

Once discussed and agreed by the committee, the proposed improvement actions will be presented to committee for approval. The committee should monitor progress with the action plan at least twice per year.

## Appendix 1 Lawley Management Committee Improvement Plan 2026

Ref	Activity	Aim	Lead	Target completion
1/26	Provide a workshop which gives an overview of the financial reports for new members, inviting existing members to attend where this would be helpful.	To ensure new members have a clear understanding of financial reports, while offering existing members an opportunity to refresh or deepen their knowledge.	Head of Estates & Stewardship	Sept 2026
2/26	Explore the best way to share the challenge and impact of the committee with residents. Consider content of the minutes and the potential for a summary report and/or a Chair's blog after each meeting.	To improve residents' understanding and engagement by exploring the most effective methods for sharing the committee's challenge, work, and impact.	Head of Estates & Stewardship	Sept 2026
3/26	Continue to improve the use of the standard report headings, particularly the EEDI and Customer Voice and Impact sections.	To ensure reports clearly demonstrate the impact of decisions on customers to enable committee to make informed decisions.	Head of Estates & Stewardship	Dec 2026
4/26	Continue to target elections engagement to a broad range of residents.	To ensure the diversity of the committee is more reflective of the Lawley community.	Head of Estates & Stewardship	June 2026
5/26	Review and improve the onboarding process for new committee members.	To enable new committee members to contribute confidently and effectively by providing a clear, consistent, and supportive onboarding experience.	Company Secretary	Dec 2026
6/26	Committee to consider appointing committee leads/champions to communicate with officers on key areas such as estate management, finance, alterations.	To strengthen collaboration and mutual understanding between the committee and officers by appointing committee leads for key priority areas.	Committee	Dec 2026

## **LAWLEY MANAGEMENT COMMITTEE TERMS OF REFERENCE**

### **1. PURPOSE**

- 1.1 The Lawley Management Committee will oversee Stewardship services and activities at Bournville Village Trust's Lawley site in line with relevant BVT Group Policies and will ensure Lawley charge-payers receive value for money, resident-focussed services.

### **2. MEMBERSHIP AND PROCEEDINGS**

#### **2.1 CHAIR & VICE-CHAIR**

The Chair of the Committee will be appointed by the Committee for a term of two years, being eligible for a further two-year term thereafter. The Chair must be one of the directly elected Lawley residents.

A minimum of two years should then elapse before the retiring Chair is eligible for reappointment to this post.

A Vice-Chair may be appointed by the Committee for a term of two years, being eligible for a further two-year term thereafter. The Vice-Chair must also be a directly elected Lawley resident.

A minimum of two years should then elapse before the retiring Vice-Chair is eligible for reappointment to this post.

#### **2.2 COMPOSITION**

The Lawley Management Committee will be made up of up to 10 members as follows:

- 8 Lawley residents directly elected by Lawley charge payers\*
- 2 BVT Executive Team members

*\*Directly elected resident elections will take place every two years with half of the members to be selected for election each election year.*

#### **2.3 CO-OPTees**

Members shall have the right to appoint Co-opted Members to the Committee. A maximum of three Co-opted Members can be appointed at any time.

One of the three co-opted positions will be offered to an elected Parish Councillor representing a Lawley ward, nominated by Lawley & Overdale Parish Council.

Co-opted committee members will not be eligible to vote.

Co-opted members may be asked to join sub-groups of the committee. Within these sub-groups, co-optees may act as any other committee member in line with the delegations agreed by the committee.

#### 2.4 **MEETINGS**

The Committee shall meet four times each year, or more frequently at such intervals as may be determined by the Chair.

#### 2.5 **QUORUM**

The quorum for this Committee shall be 3 residents and 1 Executive Team member.

#### 2.6 **VOTING**

In the event of a tied vote, the Chair may cast the deciding vote. All issues shall be decided by a straight majority.

Co-optees are not eligible to vote.

#### 2.7 **GOVERNANCE POLICIES**

Any member of the Committee absent for three consecutive meetings without leave of absence given by the Committee Chair, may lose their place on the Committee at the discretion of the Chair, in consultation with the Committee.

Any Committee member who leaves the Committee will not be permitted to apply to be re-appointed to the Committee for a minimum of 12 months after their committee membership ends.

An employee who leaves the BVT Group may not apply for Committee membership for a minimum of 12 months after their employment ends.

All committee members are required to adhere to the BVT adopted Code of Conduct.

#### 2.8 **SECRETARY**

The Secretary to the Committee shall be the Head of Estates & Stewardship or other designated officer as agreed by BVT's Executive team.

#### 2.9 **EXECUTIVE TEAM & SENIOR MANAGEMENT**

In addition to the Executive Team Committee Members other members of the BVT Executive Team or other Senior BVT Managers may be invited to attend all or part of particular meetings at the discretion of the Chair.

#### 2.10 **REMUNERATION**

Committee members shall not receive any remuneration for their services but will be reimbursed reasonable out of pocket expenses incurred in the execution of their duties in line with BVT's Governance Expenses and Support Policy.

#### 2.11 **TERMINATION OF MEMBERSHIP**

With the exception of the Chair's ability to remove members for non-attendance at three or more consecutive committee meetings without leave of absence (see section 2.7), termination of membership must be in accordance with BVT's Governance Conduct and Grievance Policy.

#### 2.12 **COMMITTEE EFFECTIVENESS**

The Committee shall carry out an annual review of these Terms of Reference and a review of its own effectiveness and recommend any necessary changes to the Customer and Neighbourhoods Committee.

### **3. DELEGATED AUTHORITY**

- 3.1 The Committee is responsible for implementing Trust policy, recommending changes to policy to the Board of Trustees or relevant BVT Committee and the monitoring of performance for those areas of work delegated by the Board of Trustees as set out below in Principal Functions.
- 3.2 The Committee is responsible for conducting business in accordance with any written instructions or guidelines imposed by the Board of Trustees.
- 3.3 The Committee shall where necessary authorise the Chair, Vice-Chair and/or other Member(s) of the Committee to liaise directly with Executive Officers to deal with matters requiring urgent action/decision within the remit of these Terms of Reference.
- 3.4 The Committee shall not incur additional expenditure on behalf of the Trustee body, which cannot be accommodated within the overall budget approved by the Board of Trustees without the consent of the Trustee body.
- 3.5 Any matters that cannot be resolved satisfactorily by the Committee under its Terms of Reference shall be referred to the Customer and Neighbourhoods Committee whose decision shall be final and binding.

### **4. PRINCIPAL FUNCTIONS**

The principal functions of the Lawley Management Committee shall be as follows:

- 4.1 Act in the interests of Lawley charge-payers by promoting value for money through the delivery of efficient, well-managed, resident-focussed services that are responsive to local needs and contribute positively to the stewardship and long-term sustainability of Lawley.
- 4.2 Provide appropriate challenge, feedback, and recommendations to BVT where required, to support continuous improvement in service delivery.
- 4.3 Support transparent communication and engagement with residents in matters relating to Stewardship services.
- 4.4 Consider and propose the annual budget to BVT. BVT may reject the budget if it:
  - Breaches the terms of the Stewardship Contract
  - Creates a deficit or future liabilities which could undermine the viability of the scheme
  - Breaches any relevant standard, directive, regulation, constitution or legislation.
- 4.2 Develop & recommend approval of an Annual Service Plan (setting out KPI targets and improvement actions).
- 4.3 Develop and recommend approval of the annual planned maintenance programme.
- 4.4 Develop and recommend approval of amendments to the Design Guides.
- 4.5 Develop and recommend approval of new policies or amendments to existing policies.
- 4.6 Receive a quarterly financial report on expenditure against budget.

- 4.7 Receive and approve a quarterly report on Estate Management activities.
- 4.8 Receive and approve a quarterly report on Community Engagement and local partnership working.
- 4.9 Receive a quarterly update on development in Lawley.
- 4.10 Receive and reach a decision on appeals against the implementation of the Design Guide.
- 4.11 Work with other organisations to support the development of the overall vision for Lawley, proposing changes or new BVT activities to ensure that the vision is achieved.
- 4.12 To ensure the effective administration of the Eileen Hewer fund, ensuring compliance with fund requirements.

**OTHER KEY FUNCTIONS**

The following list is not exhaustive and is to be read in conjunction with the Principal Functions set out above.

- 4.13 To review the performance of the Teams reporting to the Committee through internal audit and performance reports where appropriate/available, setting performance targets as appropriate.
- 4.14 To ensure that current risks that fall under its principal functions are being effectively managed, considering emerging risks and understanding the risks presented by new opportunities and how these can be managed and/or mitigated.
- 4.15 To consider proposed and current legislation and its impact on the BVT’s work covering the areas under the remit of the Committee.
- 4.16 To ensure that Value for Money is monitored and is an integral part of all decision making in line with BVT’s Value for Money Strategy.

**5 CONFLICT OF INTEREST**

When the Committee discusses any matter which poses a conflict of interest for any member or employee present, that person should declare an interest. If the conflict is clear and substantial, the Committee member should offer to withdraw and, if invited to remain, refrain from voting on the matter.

**6 REPORTING PROCEDURE**

Draft minutes shall be formally approved by the Committee at its next meeting and made available to the Customer and Neighbourhoods Committee.

<b>Approved by the Lawley Management Committee:</b>	<b>12<sup>th</sup> May 2026</b>
<b>Approved by the Customer &amp; Neighbourhoods Committee:</b>	<b>Tbc      September 2026</b>

<b>Lawley Management Committee</b>	
<b>Date</b>	<b>12<sup>th</sup> May 2026</b>
<b>Item 6</b>	<b>Lawley Community Hub Charge Table Report</b>
<b>Author</b>	<b>Mike Cunneen</b>
<b>Contact Details</b>	<b>michaelcunneen@bvt.org.uk</b>



## 1. Purpose of Report

The purpose of this report is to present the Committee with the current pricing schedule for clients to utilise the meeting room and breakout area, on various days and times in the Lawley Community Hub.

## 2. Recommendation

To **DISCUSS** and **APPROVE** the current pricing schedule for the next 12 months and reviewed on an annual basis moving forwards.

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

This report relates to Community Building, Championing People, Building Organisational and Financial Strength.

## 4. Financial Impact

There are costs to BVT (and therefore the residents of Lawley Village) associated with the utilisation of the meeting room and breakout area in Lawley Community Hub. It is fair and appropriate to offset those costs by charging users a reasonable rate for the use of the facility depending on the day and time of use of the space, the length of time the room is needed and the type of user.

As with all activity by BVT in Lawley, the objective will be to recover the costs involved rather than create a surplus or profit from this activity. Due to the way in which the budget operates, if a surplus is created it will become available for use in Lawley or will be returned to residents once the annual budget is consolidated.

## 5. Value for Money Impact

The costs have been market tested alongside a similar room at The Oak Tree Centre in Lightmoor (The Willow Room) and a baseline cost of £12 per hour has been applied. In addition, costs have been compared to a meeting space of a similar capacity at Meeting Point House in Telford. The costs have been calculated at £13.50 per hour. There is minimal difference in costs between the different venues.

The existing discounts at the Lawley Community Hub will continue to be applied for booking more than 4 hours in one visit and/or more than 5 visits at the same time as some costs associated with using the space (set up time, invoicing costs etc.). This means that some cost savings are evident which would be passed back to the user. Equally, running heating/cooling and lighting out of normal hours comes at a cost so there is a supplement to pay during those periods. It is felt that these are fairly costed and reflect actual costs that will be taken.

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

BVT has a robust framework in place to monitor, review and manage organisational budgetary spending, which is scrutinised by the Lawley Management Committee (LMC). LMC also monitor quality of service through KPI reporting.

The charge table would be open to review by Committee at any time, but at least annually as part of the budget setting process.

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

The building lease was amended during the negotiation stage to allow for charges to be made for short-term letting of the meeting room.

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

The space would be available to all to use. There is access to an accessible toilet and the building is on the ground floor with no-step access.

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

The Lawley Management Committee is led by elected residents of Lawley Village, who listen to the wider resident community to bring the customer voice into all decisions made by the committee and ultimately delivered by BVT in Lawley. Feedback forms will be collected after each use to allow the space and offering to be adapted to suit the needs of users.

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

## **10. Report**

Committee are asked to review the information above and the current charge table along with comparison costs for the two other venues in Appendix 5.1 and approve this for use, subject to such amendments as Committee see fit.

## Lawley Community Hub - Meeting Room Charge Table (v1)

User Type	Per Hour Mon-Fri 0800-1600	Per Hour Mon-Fri 1601-0759	Per Hour Sat/Sun/BH	Half/whole Day (Min 4 hours) Discount)	Block Booking Discount (5 or more bookings made at one time)
Charge Paying Resident/Community Group/Charity/Statutory Authority/Local Authority	£ 12.00	£ 14.00	£ 15.00	25%	10%
Commercial	£ 15.00	£ 17.50	£ 20.00	0%	10%

<p><b>Inclusive of:</b>            Exclusive use of the meeting room for the booked duration.            Shared use of adjacent breakout space            Self service tea, coffee and squash            Plate of mixed biscuits            Cold tap water and glasses in the room            Flip Chart            TV and camera for video conferencing and/or presentations (own laptop required)            Whiteboard</p> <p><b>Supplementary Charges:</b>            Exclusive use of the breakout area (which would not be private as staff/visitors may be present in office space). = £10 per half day or part thereof.</p>
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Examples	Hours	Rate	Discount 1	Discount 2	Base cost	To Pay
1) Community Group, single 3 hour booking 8am Monday.	3	£ 12.00	0%	0%	£ 36.00	£ 36.00
2) Police 8 hour day - Tues 8am - single booking	8	£ 12.00	25%	0%	£ 96.00	£ 72.00
3) LOPC - 6 x 4 hour Council Meetings - 5pm Wednesdays	24	£ 14.00	25%	10%	£ 336.00	£ 226.80
4) Commercial User - 8am for 6 hours weekday, single booking	6	£ 15.00	0%	0%	£ 90.00	£ 90.00
5) Commercial User - 4 hour Half day per week weekday - weekly (50 weeks per year)	200	£ 15.00	0%	10%	£ 3,000.00	£ 2,700.00
6) Citizens Advice 4 hour half day fortnightly "surgery" Saturday mornings 1 year booking (26 visits)	104	£ 15.00	25%	10%	£ 1,560.00	£ 1,053.00

## Willow Room Costs (Oak Tree Centre, Lightmoor)

### Willow Room

REQUEST BOOKING

Capacity: **10 people**

Pricing: **£9.00-£12.00 per hour**

The Willow is a meeting room ideal for small informal meetings, training sessions, one to one appointments, interviews and counselling sessions. The Willow room is ideal as a breakout or workshop room.



### Equipment & services



#### Flip chart

Flip chart and pens



#### Refreshments

Refreshments of tea, coffee and fruit cordials can be provided for an additional £5 per booking.



#### Chairs

Plastic chairs

## Meeting Point House Room Costs

### 2026 ROOM HIRE CHARGES

Charges per session up to 4 hours

Opening times:

08.30 - 17.00 Monday, Tuesday, Wednesday and Friday

08.30 - 21.00 Thursday

09.00 - 16.00 Saturday

09.00 - 13.00 Sunday

## Southwater Square

Telford Town Centre

TF3 4HS

[www.meetingpointhouse.co.uk](http://www.meetingpointhouse.co.uk)

[reception@meetingpointhouse.co.uk](mailto:reception@meetingpointhouse.co.uk)

T: 01952 292268



### MEETING ROOM OFFERS

terms & conditions apply

**FULL DAY ROOM HIRE FOR THE PRICE OF HALF DAY**  
OFFER VALID MONDAY & FRIDAY ONLY

**FREE BREAKFAST BAPS**  
WHEN YOU BOOK HALF DAY ROOM HIRE

**FREE LUNCH**  
WHEN YOU BOOK FULL DAY ROOM HIRE



#### WALKER

Maximum Capacity 100

Business Rate £156.00

Charity Rate £130.00



#### QUAKER

Maximum Capacity 50

Business Rate £138.00

Charity Rate £115.00



#### OCTAGON (Ground Floor)

Maximum Capacity 50

Business Rate £138.00

Charity Rate £115.00



#### TUDOR

Maximum Capacity 45

Business Rate £97.50

Charity Rate £81.25



#### SOUTHWATER

Maximum Capacity 32

Business Rate £97.50

Charity Rate £81.25



#### JUBILEE

Maximum Capacity 20

Business Rate £78.00

Charity Rate £65.00



#### NEWSON

(Boardroom only. £20.00 additional charge for PC's)

Maximum Capacity 14

Business Rate £78.00

Charity Rate £65.00



#### LICHFIELD

(Boardroom only)

Maximum Capacity 10

Business Rate £54.00

Charity Rate £45.00



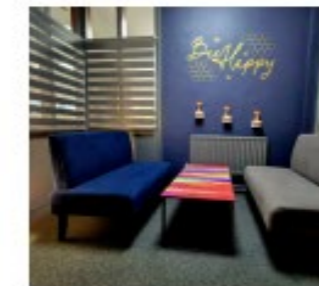
#### WREKIN

(Boardroom only)

Maximum Capacity 8

Business Rate £54.00

Charity Rate £45.00



#### THE HIVE

(consultation room)

Maximum Capacity 4

Business Rate £15.00p/h

Charity Rate FREE

Maximum capacities based on theatre style unless stated otherwise

## Meeting Point House Room Costs

[Home](#) [About](#) [Meeting Rooms](#) [Cafe](#) [Catering](#) [Activites & Services](#) [Contact](#)



### The Lichfield Room

The Lichfield room can seat up to 10 people in a Boardroom style and is ideal for smaller meetings.

All our rooms are well furnished and equipped, unlike many venues, all the equipment is included in the room hire price! Please note that the Lichfield room does not have air conditioning. Contact our friendly team for more information on 01952 292268 or at [reception@meetingpointhouse.co.uk](mailto:reception@meetingpointhouse.co.uk).

\*\*Please note that seven days notice is required to be given when cancelling a room. Failure to do so will result in the full room charge being made.

Room equipment:  
32" Smart TV.

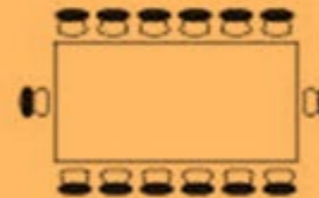
Room Information:  
6.09m x 4.25m - 25.88m<sup>2</sup>

[Room Hire Request](#)

[View Room Rates](#)

(Room layout is for illustration purposes only)

Boardroom



Lawley Management Committee	
Date	12 <sup>th</sup> May 2026
Item 7	M&BG Limited Grounds Maintenance Three Year Review
Author	Mike Cunneen
Contact Details	michaelcunneen@bvt.org.uk



## 1. Purpose of Report

The purpose of this report is to present the Committee with the findings of the three-year review of the grounds maintenance contract with M&BG Limited (M&BG), with a view to extending the contract by two years.

## 2. Recommendation

To **DISCUSS** and **APPROVE** the two-year extension of the grounds maintenance contract with M&BG.

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

This report relates to the Place-shaping corporate aim. Effective grounds maintenance services are continuing to ensure that the estates are clean, green and safe and as a place to live, whilst achieving value for money for Lawley residents.

## 4. Financial Impact

During the LMC meeting on 26<sup>th</sup> September 2023, it was outlined that the tender includes two lots. Lot 1 is for the existing phases and Lot 2 is for future phases and the additional Non-Adoptable Public Realm (NAPR). The remainder of the phases and the NAPR are yet to be handed over to BVT. However, in November 2025, the former and current Estates and Stewardship Managers, along with M&BG, carried out a walkabout across these areas. M&BG have since provided an estimate of how much it will cost to provide additional resource to cover the services across the phases and NAPR to be handed over to BVT. Please see the estimated costs below:

NAPR 1 – £4,000.00 + VAT  
 NAPR 2 – £24,000.00 + VAT  
 NAPR 3 – £5,000.00 + VAT  
 NAPR 4 – £1,500.00 + VAT

Please note, closer to the time of handover, the Estates and Stewardship Manager and M&BG will carry out a further walkaround of the remaining areas to ensure accurate costs are reflective of the areas that M&BG will be responsible for.

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

Extending the current grounds maintenance contract for two years represents strong value for money as it avoids the costs and resource demands associated with re-tendering as well as mobilising a new contract. It also enables the continuation of a proven, cost-effective service, reducing financial risk and helping to maintain stable pricing in the face of potential market increases.

## **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. LMC also monitor quality of service through KPI reporting.

## **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 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 demonstrates 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 community to bring the customer voice into all decisions made by the committee and ultimately delivered by BVT in Lawley.

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

## **10. Report**

### **10.1 BVT and M&BG Relationship**

Since starting in post from November 2025, the Estates and Stewardship Manager has been building a professional working relationship with the M&BG Contracts Manager. Both Managers meet on a regular monthly basis to hold contract meetings. Discussions take place on many subjects including performance of the contract, any operational issues, the invoicing process as well as tracking any open actions that are due for completion. In addition, both Managers meet on site on a regular basis to carry out joint inspections across the different phases of Lawley.

The Estates and Stewardship Manager has been impressed with the delivery of the services across Lawley, the high standards that continue to be met as well as the response time from M&BG when BVT makes contact to discuss any issues.

Please find below a selection of photographs demonstrating the high standard that M&BG continue to deliver across Lawley.





## 10.2 Client Satisfaction Annual Review

In February 2026, the Head of Estates and Stewardship and the Estates and Stewardship Manager carried out an annual performance review of the grounds maintenance service. As part of BVT's commitment to best practice and continuous improvement, the review was designed to obtain feedback on BVT's view of M&BG and their service throughout the previous year (2025).

There were a total of 20 questions that were asked including areas such as understanding BVT's needs, the contractor delivering to budget and delivering services in a timely manner. Upon completion and evaluation of the scores for each of the 20 questions, it was determined that BVT are very satisfied with the services that M&BG delivered to the residents of Lawley across 2025. This information was fed back to M&BG who were very pleased with the outcome of the review.

## 10.3 Expected Benefits of Extending the Grounds Maintenance Contract

If Committee are to approve the two-year extension of the grounds maintenance contract, there will be a number of expected benefits for the residents of Lawley:

- **Continuation of the service** – Avoids disruption and maintains consistent standards of the service across Lawley.
- **Site knowledge** – M&BG are already very familiar with the areas they are responsible for. Also, they know the remaining phases and the NAPR that is expected to handover to BVT in the near future.

- **Reduced mobilisation time** – a transition period will not be required due to the current contractor still working with BVT to deliver grounds maintenance services.
- **Stronger working relationships** – established relationships with BVT and residents to build on further in terms of trust.
- **Administrative efficiency** – avoids time and resource commitment of re-tendering.
- **Continuous improvement** - ability to build on the work previously delivered rather than restarting.

#### 10.4 The Start of M&BG's Contract with BVT

M&BG were able to demonstrate quick thinking and a swift two-week delivery of a mobilisation plan at the start of the contract. This was as a result of BVT's in-house Grounds Maintenance Team taking the decision to step away from providing the service to Lawley. M&BG were able to successfully take on the grounds maintenance responsibilities of Lawley, and over the course of the last two years and four months, help to maintain Lawley's distinctive character. Please see below a number of before and after pictures demonstrating M&BG's work at the start of the contract.



**Image Notes:**

Before Phase 4 courtyard 43



**Image Notes:**

After Phase 4 courtyard 43

**Before and After Pictures of Phase 6**



**Before and After Pictures of Phase 1B**





**Image Notes:**

After Phase 3 total clearance and de-weed of iron bed.



**Image Notes:**

Before Phase 3 total clearance and de-weed of iron bed.

## 10.5 M&BG Key Performance Indicators (KPIs)

Throughout the term of the contract, M&BG are measured against a number of KPIs. The use of KPIs allows BVT to:

- Set performance targets at the outset of the contract.
- Monitor performance during the contract lifetime.
- Assess completed work.
- Benchmark performance to provide a basis for continuous improvement.
- Benchmark cost to identify that the contract still demonstrates value for money.

Please find below a breakdown of each KPI:

- **KPI 1 Complaints and Compliments** – only one informal complaint was raised, which was in Q4 2025. This was to do with the operative inadvertently strimming a patch of land and damaging a resident's fairy lights. M&BG provided vouchers as a form of redress
- **KPI 2 Customer Satisfaction** – this KPI was introduced from Q4 2025, shortly after the satisfaction survey started to be sent out to resident groups.

For Q4 2025, the satisfaction score was 100%. For Q1 2026, the satisfaction score was 97%, which is well above its target of 85%.

- **KPI 3 Quality** – the score of this KPI is based on BVT's and M&BG's inspections and the quality of the work that is delivered. Throughout the term of the contract up until now, this KPI has scored 100%.
- **KPI 4 Health and Safety** – since the start of the contract (January 2024), there have been only four health and safety incidents that have been reported. Please find details of the incidents below:
  - The operative reported a piece of rebar protruding from the grass. The Caretakers attended immediately and cut it off and made sure the remainder was well underground.
  - The operative was struck in the face with dog faeces whilst strimming.
  - The operative's hand was trapped between the ride on and the ramps in the van.
  - Damage was caused to a resident's fairy lights whilst strimming.
- **KPI 5 Rectifications** – since the start of the contract, there have been no rectifications raised by BVT or M&BG.

<b>Lawley Management Committee</b>	
<b>Date</b>	<b>12<sup>th</sup> May 2026</b>
<b>Item 8</b>	<b>Quarterly Financial Report Quarter 1 2026</b>
<b>Author</b>	<b>Mike Cunneen Estates and Stewardship Manager</b>
<b>Contact Details</b>	<b>michaelcunneen@bvt.org.uk</b>



### 1. Purpose of Report

To present the financial position against the budget at the end of Quarter 1 2026.

### 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 first quarter of 2026 – see Appendix 1.

### **Income**

Income is coming up slightly higher than the budget by approximately 0.02%. Throughout the quarter, the percentage of the stewardship charge collected against the amount invoiced has increased month on month which has contributed to the income being where it is for the period.

### **Operational Expenditure**

For Q1, the operational expenditure came to an amount of £202,148, against a budget of £215,548. The reasons for this are detailed below:

The winter gritting expenditure went over budget. This was as a result of the inclement weather that Lawley residents experienced in January 2026 where a large number of grit needed to be purchased in order for the grit bins to be replenished.

Office consumables went just over the budget for Q1. These were for items to be consumed at the Lawley Community Hub for meetings, events etc.

The staffing costs expenditure went over budget for Q1. This was as a result of the former Estates and Stewardship Manager's final salary payment which fell into January 2026's expenditure. This budget will run ahead all year unless there will be a vacancy, so arrangements may need to be made to adjust the outturn to reflect this.

### **Lawley Community Hub**

For Q1, Lawley Community Hub is showing in line with the budget.

### **Estate Caretaking**

The estate caretaker vehicle costs budget went over budget. There were a number of essential repairs that needed to be carried out to the vehicle which were completed during the period.

### **Funds**

#### Eileen Hower Community Fund

A resident of Lawley requested to be given access to the Level 1 Health and Safety within Construction course via the Eileen Hower Fund. A grant of £150 was provided in order for the resident to enrol and successfully complete the course.

Lawley Management Committee Meeting 12.05.26  
Agenda Item7 - Appendix 1



Outturn Forecast 2026	Annual Budget 2026		YTD		% of Budget
			January - March 2026 Budget	Actual	
<b>Community Charge Income</b>					
777,025	777,025	Community Charges	727,025	728,430	100
48,607	48,607	Draw Down from Infrastructure Fund	0	0	0
3,000	3,000	Ground Rents	1,500	1,500	100
1,500	1,500	Lawley Community Hub Room Hire	400	0	0
<b>830,132</b>	<b>830,132</b>	<b>Total Community Charge Income</b>	<b>728,925</b>	<b>729,930</b>	<b>100</b>
1,000	1,000	Grants & Donations	0	0	0
<b>1,000</b>	<b>1,000</b>	<b>Total Other Income</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>831,132</b>	<b>831,132</b>	<b>Net Turnover</b>	<b>728,925</b>	<b>729,930</b>	<b>100</b>
<b>Expenditure</b>					
(713,039)	(713,039)	Operational Expenditure	(215,548)	(202,148)	
(103,093)	(103,093)	Transfer to Wear & Tear Fund	0	0	
(15,000)	(15,000)	Transfer to Eileen Hewer Community Projects Funding	0	0	
<b>(831,132)</b>	<b>(831,132)</b>	<b>Total Expenditure</b>	<b>(215,548)</b>	<b>(202,148)</b>	
<b>0</b>	<b>0</b>	<b>Potential Underspend / Overspend</b>	<b>513,378</b>	<b>527,782</b>	
<b>LAWLEY ESTATES OPERATIONAL BUDGET</b>					
<b>Estate Management</b>					
(233,135)	(233,135)	Staffing Costs	(52,584)	(56,943)	108
(1,530)	(1,530)	Travel Costs	(375)	(184)	49
(8,343)	(8,343)	Communications	(2,086)	(615)	29
(734)	(734)	Mobile Telephone	(183)	(169)	92
(14,608)	(14,608)	Legal & Professional Fees	0	(105)	0
(5,872)	(5,872)	Insurance	(1,467)	(1,467)	100
(133,911)	(133,911)	Landscaping Contract	(29,400)	(20,200)	69
(10,435)	(10,435)	Tree Surveys & Works	(2,000)	(677)	34
(15,652)	(15,652)	Communal Lighting (inc Courtyards)	(5,245)	(4,330)	83
(6,783)	(6,783)	General Repairs (inc Courtyards)	(1,950)	(70)	4
(1,530)	(1,530)	Winter Gritting (inc Courtyards)	(500)	(2,884)	577
<b>(432,534)</b>	<b>(432,534)</b>	<b>Total Estate Management</b>	<b>(95,790)</b>	<b>(87,644)</b>	<b>91</b>
<b>Estate Caretaking</b>					
(66,163)	(66,163)	Caretaker - Staffing Costs	(14,748)	(14,421)	98
(5,217)	(5,217)	Caretaker - Travel Costs / Vehicle Costs / Waste Disposal Costs	(1,472)	(1,594)	108
(490)	(490)	Caretaker - Mobile Telephone	(120)	(75)	63
(678)	(678)	Caretaker - Clothing & PPE	(250)	(236)	95
(1,566)	(1,566)	Caretaker - Tools and Equipment	(500)	(187)	37
<b>(74,113)</b>	<b>(74,113)</b>	<b>Total Estate Caretaking Costs</b>	<b>(17,090)</b>	<b>(16,514)</b>	<b>97</b>
<b>Community Development</b>					
(46,648)	(46,648)	Staffing Costs	(10,608)	(10,368)	98
(678)	(678)	Travel Costs	(171)	0	0
(292)	(292)	Office Consumables	(50)	(55)	110
(2,270)	(2,270)	Printing & Publications	0	0	0

(245)	(245)	Mobile Telephone	(60)	(38)	63
(11,342)	(11,342)	Community Development & Involvement Activities	(774)	(5)	1
(1,000)	(1,000)	Grant & Donations Expenditure	0	(90)	0
(15,652)	(15,652)	Resident Projects (Eileen Hewer)	(1,692)	(150)	9
(5,000)	(5,000)	LMC Running Costs	(920)	(5)	1
<b>(83,126)</b>	<b>(83,126)</b>	<b>Total Community Development</b>	<b>(14,275)</b>	<b>(10,710)</b>	<b>75</b>
		<b>Office Running Costs</b>			
(30,260)	(30,260)	Lawley Community Hub Running Costs	(15,500)	(14,287)	92
<b>(30,260)</b>	<b>(30,260)</b>	<b>Total Office Running Costs</b>	<b>(15,500)</b>	<b>(14,287)</b>	<b>92</b>
(93,005)	(93,005)	Administration Charge	(72,893)	(72,993)	100
<b>(713,039)</b>	<b>(713,039)</b>	<b>Total Operational Expenditure</b>	<b>(215,548)</b>	<b>(202,148)</b>	<b>94</b>

<b>Lawley Management Committee</b>	
<b>Date</b>	<b>12<sup>th</sup> May 2026</b>
<b>Item 9</b>	<b>Estates &amp; Stewardship Report</b>
<b>Author</b>	<b>Mike Cunneen</b>
<b>Contact Details</b>	<b>michaelcunneen@bvt.org.uk</b>



## 1. Purpose of Report

The purpose of this report is to inform Committee of the activities of the BVT team in Lawley during Quarter 1 of 2026.

## 2. Recommendation

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

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

The delivery of Long-Term Stewardship in Lawley Village works towards the BVT corporate aims of;

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

And includes the BVT values of Partnership, Fairness, Quality, Integrity and Innovation.

The report specifically meets the BVT 2023-2032 Corporate Plan measures of success in that it will demonstrate that the team are;

- Delivering Estates & Stewardship services that are shaped by customers.
- Understanding the strengths, needs and aspirations of the community through the production of a bespoke neighbourhood plan to provide evidence-based approach to our services.
- Will establish a local hub where the community can work together, build capacity and use services.
- Are working with other teams within BVT to ensure they are actively involved in activities to champion people.
- Ensure value for money performance is monitored.

#### **4. Financial Impact**

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

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

The activities shown in this report will indicate to Committee that the team are working efficiently, effectively and in line with the Community Charge budget.

It is difficult to directly attribute value for money (VFM) measures to some of the team's work (particularly areas such as community development and partnership working activities) but where this is possible this will be shown clearly. The team always operate within BVT's financial standing orders rules and always seek VFM in all activities.

The report discusses the approach to arrears collection and assistance BVT may be able to offer for any residents in financial hardship.

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

Committee oversight of the BVT Lawley's activities reduces the risk of brand damage occurring in line with the BVT Lawley Risk Register serials 1, 3 & 5.

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

The Estates & Stewardship service is not directly governed by the Regulator of Social Housing (RSH) Regulatory Standards; however, we work towards these standards 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.

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

As stated in the BVT Equality, Diversity & Inclusion Policy, BVT will encourage and support all residents to take an active part in the community and believe that

positively engaging with people from diverse groups will help to contribute towards continuous improvement of the services we provide.

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

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

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

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

The Lawley Management Committee (LMC) 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.

## **10. Report**

### **10.1 Community Development and Partnerships**

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

Please see the separate report under Item 11 for further detail on the work being delivered.

### **10.2 Estate Management**

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

During Q1, the Estates and Stewardship Manager (E&S Manager) has been involved in a number of projects that have either been delivered or are currently in progress. The E&S Manager has implemented the estate caretaker block inspections for the two apartment blocks on Bryce Way and the two apartment blocks on Smallhill Road. The E&S Manager has also rolled out an inspection form for the caretakers to complete on every visit and is posted up in the noticeboards in the communal areas. This will allow residents to get an insight as to what checks are being completed and will help them to understand what their charge is partly going towards. The checks include repairs being reported, litter picks are completed, cleaning and grounds

maintenance tasks are undertaken by the contractors and signage in the communal areas is also checked. Please see a screenshot below of the inspection sheet:

Block Inspection Record			
Date	Checks Done	Findings/Solutions	Signature
	<input type="checkbox"/> Signage Checked <input type="checkbox"/> Repairs Reported <input type="checkbox"/> Litter Pick <input type="checkbox"/> Cleaning <input type="checkbox"/> Grounds Maintenance		
	<input type="checkbox"/> Signage Checked <input type="checkbox"/> Repairs Reported <input type="checkbox"/> Litter Pick <input type="checkbox"/> Cleaning <input type="checkbox"/> Grounds Maintenance		
	<input type="checkbox"/> Signage Checked <input type="checkbox"/> Repairs Reported <input type="checkbox"/> Litter Pick <input type="checkbox"/> Cleaning <input type="checkbox"/> Grounds Maintenance		
	<input type="checkbox"/> Signage Checked <input type="checkbox"/> Repairs Reported <input type="checkbox"/> Litter Pick <input type="checkbox"/> Cleaning <input type="checkbox"/> Grounds Maintenance		

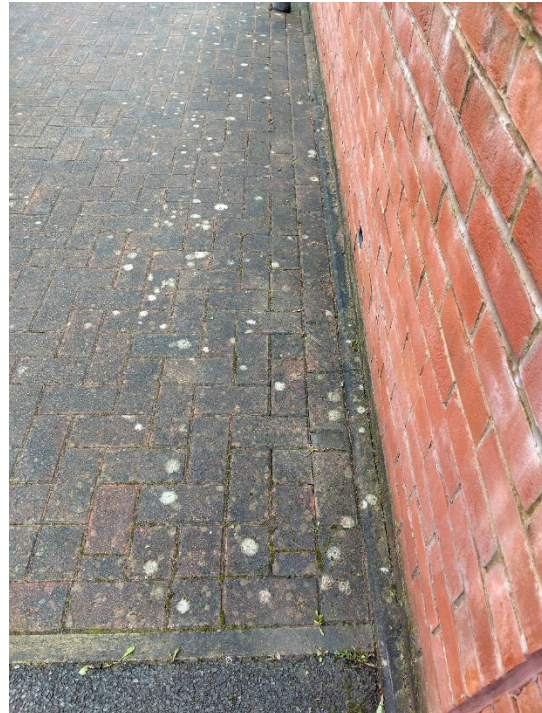
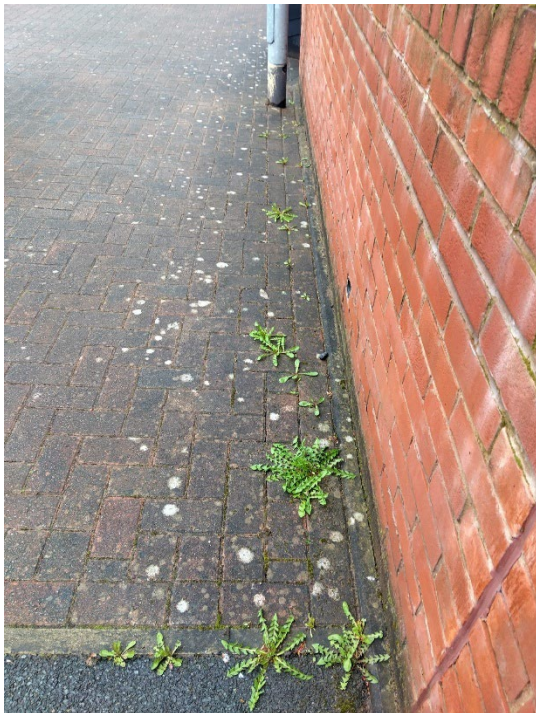
Please note, this list is not exhaustive. BVT carry out additional weekly checks across the internal and external communal areas

**If you have any concerns, please contact BVT**

In addition, the E&S Manager is part of the block cleaning and window cleaning procurement working group alongside other BVT colleagues. The purpose of this project is to set the required specification and service standards and procuring appropriate suppliers for block cleaning and window cleaning at our apartment blocks in Lawley. The working group are meeting on a regular basis and are responsible for the completion of a number of tasks with clear deadlines set in place in order to achieve the rollout of the contract from 30 September 2026. More information on these projects will be noted in the ‘Progress Report on Lawley Projects 2026’.

**10.2.2 Estate Caretakers**

The Estate Caretakers continue to provide an essential frontline service to the residents of Lawley, largely based around keeping the BVT areas of responsibility “green, clean and safe”. Please see below a number of before and after pictures showing the work being delivered by the Caretakers on some of our hard surfaces:



From January 2026, the Estate Caretakers started to complete the apartment block checks in Lawley. This includes the two blocks on Bryce Way and the two blocks on Smallhill Road. This is an important service that requires completing on a weekly basis to ensure compliance with health and safety. The Caretakers received the relevant training on the tasks that need completing including fire alarm panel checks, as well as how to complete the electronic inspection form. Both Caretakers are now fully competent and trained in completing this important task on a weekly basis.

At the beginning of 2026, the Estate Caretakers dedicated a significant amount of time re-filling grit bins. This was as a result of the inclement weather across Lawley in the early parts of January 2026. The support that the Caretakers provided allowed residents to distribute grit to allow them to safely travel to and from their home.

During Q2, in partnership with the Customer Communications Officer, the Estate Caretakers will be helping to promote the services that are delivered across Lawley. This will be done through videos demonstrating the work they do as well as voiceover clips. This will then be shared with residents on the BVT website and on the BVT Lawley Facebook page.

### **10.2.3 Estate Officers**

The Estates Officers continue to provide an excellent service to the residents of Lawley.

Jude Ayling-Whitehouse's secondment in Lightmoor came to an end on the 2<sup>nd</sup> January 2026 and has seamlessly re-integrated herself back into the Estates and Stewardship Team in Lawley. Jude, alongside Nicola Kennedy, continue to provide an excellent service to the residents of Lawley, sometimes in difficult circumstances.

As mentioned in section 10.2.2, Lawley experienced some challenging inclement weather, and both Estate Officers had to manage, investigate and resolve a high number of enquiries to do with the re-filling of grit bins for residents to use to allow them to safely travel to and from their home. In addition to that, the Estate Officers successfully started a really important working relationship with a local well-known and established supplier of hard landscaping and building materials. The local supplier is now able to supply rock salt to the team, resulting in the grit bins being filled up for residents to use.

The Estate Officers have been working with the Customer Communications Officer on a project to create videos on a variety of topics to explain the role of an estate officer. These videos have been edited, shown to the Communications Forum for their input and were published on the BVT Lawley website and Facebook page. As you will see from the screenshot of the BVT Lawley website below, the videos are broken down into instructions, alterations, estate inspections, breaches and areas of responsibility.

- Lawley welcome pack
- Meet the BVT Lawley team ^
- The role of an estate officer
- Lawley Management Committee v
- Get involved in your community v
- Lawley Community Hub v
- Eileen Hewer Community Fund
- Lawley grounds maintenance contract v
- Parks and open spaces v
- Local contacts
- Who's responsible?

**The Estate Officer role at Lawley is diverse and community focused. In the videos below, Estate Officers Nic and Jude explain the many aspects of their work, which includes supporting residents and making sure Lawley is maintained in line with the TPI/tenancy agreement signed by all residents.**

If you have a question or concern, you can arrange an appointment with Nic or Jude at a time that suits you – including evenings and weekends (email [lawleystewardship@bvt.org.uk](mailto:lawleystewardship@bvt.org.uk)) – or visit the Lawley Community Hub during its opening [hours](#).

- Introducing the Estate Officers +
- Alterations +
- Estate Inspections +
- Breaches +
- Areas of responsibility +

In February 2026, the Estate Officers had to contact 27 properties where it was identified during inspections that Christmas lights had not been removed. In line with the BVT Lawley Design Guide, temporary external lighting for festivals and celebrations such as Christmas is permitted. Out of 27, 26 properties responded and removed the seasonal lights which showcases the effective service delivered by the Estate Officers. Due to a personal issue with the one remaining resident, the Estate Officer has been notified that the lights will be removed when that matter has been resolved. The Estate Officer will continue to monitor this address and take any further action as appropriate.

### 10.2.4 Grounds Maintenance Contractor

During Q1, M&BG’s performance was very strong. There were no formal or informal complaints raised, resident satisfaction came in at 97% and there were no rectifications recorded by BVT or M&BG. In addition, there were no missed visits during the quarter where the contractor continued to deliver the services across Lawley.

Furthermore, during Q1, there were no health and safety incidents caused by M&BG when compared to three incidents during Q4 2025.

As demonstrated by a number of before and after photographs below, M&BG continue to deliver work to an excellent standard across our open spaces and courtyards.





### **10.3 Projects Review**

#### **LMC Elections**

During Q1, the E&S Manager has been leading on the 2026 LMC elections. Elections are held for LMC every other year (even years) and half of the resident members stand in each election to maintain an element of continuity whilst having the potential to refresh the membership on a regular basis.

The E&S Manager has been working alongside the Customer Communications Officer and the Chair of the LMC to publish a number of videos for the BVT Lawley website and Facebook page. The videos are focussed on the 2026 LMC member elections, specifically the purpose of the committee and the role of the committee members, the elections, process, the timescales and how residents who are interested in becoming a member, can get involved. Please see below a screenshot of the BVT Lawley website with the videos available for residents to view:

Hear from BVT and LMC

Jay & Mike announces elections



Jay and Mike discuss election process

Jay's story

History of LMC



<b>Lawley Management Committee</b>	
<b>Date</b>	<b>12<sup>th</sup> May 2026</b>
<b>Item 10</b>	<b>Performance Report</b>
<b>Author</b>	<b>Mike Cunneen</b>
<b>Contact Details</b>	<b>michaelcunneen@bvt.org.uk</b>



### 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 Q1 2026.

### 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 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 residents' 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 has been improving transparency in 2025, and this will continue into 2026 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 Q1 2026. 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.

# Quarterly Performance Report

Estates & Stewardship – Lawley

(Q1 1<sup>st</sup> January 2026 – 31<sup>st</sup> March 2026)



# Contents

## Estates & Stewardship Performance Summary

## Financial

## Breaches

## Alterations

## Estate Management

## Compliments and Complaints

## Community Development & Partnerships

## Grounds Maintenance

## Estates & Stewardship Performance Summary

### Maintaining Good Performance

Overall, the Lawley Estates and Stewardship team had a great start to 2026, with positive performance reported across many key areas.

These include;

- Finance
- Breaches
- Alterations
- Estate inspections and Estate Caretakers
- Health and Safety, Tree Inspections and Advised Works
- Dissatisfaction, complaints and compliments
- 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;

- Compliments.
- Community development and partnerships

# Financial

No.	Measure	Q1 2025	Q1 2026	Trend	Target	YE 2025
01	Stewardship Charge collected against amount invoiced %	90.85%	91.73%	😊	98%	98.44%
02	Stewardship Charge Arrears (£)	£300,701.69	£319,408.02	😊	Report	£14,579.64
03	Stewardship Charge True Arrears (£)	£66,172.07	£64,227.19	😊	Report	£11,268.72
04	Number of household with accounts in arrears	288	1596	😊	Report	102
05	Number of Direct Debits in place	1270	1329	😊	Report	1263
06	Number of cases with arrears action	199	140	😊	Report	30
07	Number of households in debt 1 year or over	208	177	😊	Report	19

## Performance measures, trends and targets

**KPI01** The target for the Stewardship 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:

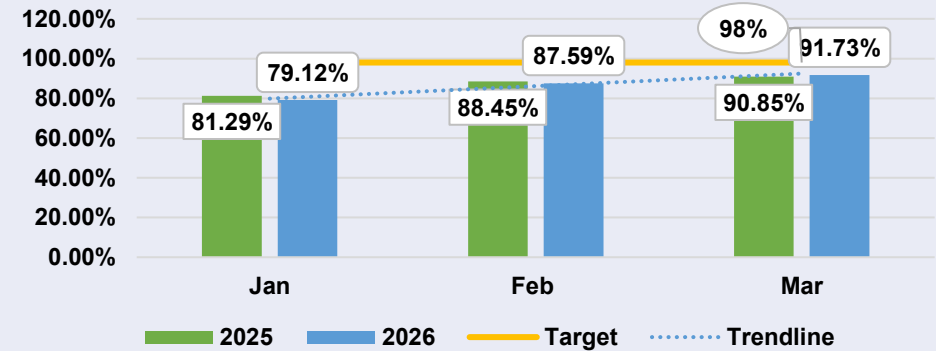
The target for 2026 is to collect 98% of the Stewardship Charge for Lawley.

Of the total charge of £777,025, £319,408.02 remains outstanding, which includes allocated direct debits.

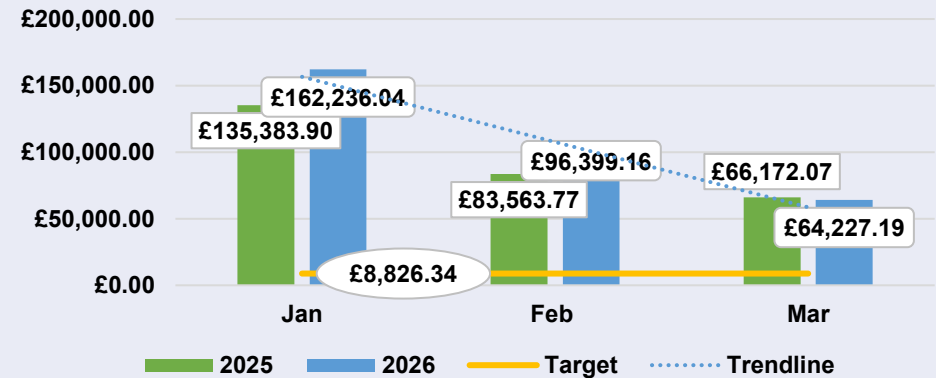
Within this figure, £64,227.19 represents true arrears, meaning accounts with no active payment plans, including debts carried over from previous years. Currently, 8.27% of the total charge remains unpaid, and work will continue to meet the 98% target by the end of 2026.

Comparative graphs for Q1 2025 and 2026 show that collection performance in early 2026 improves month on month. The trendline highlights an increase in the amount collected each month and a reduction in true arrears, demonstrating consistent improvement in collection management.

Stewardship Charge % collected  
2025 - 2026 Q1 comparison



Stewardship Charge £ True Arrears outstanding  
2025-2026 Q1 comparison



# Financial

At the end of March 2026, there are 1329 direct debits in place in Lawley showing an increase of 104 from the end of 2025.

Currently, 1596 accounts are in arrears. This has reduced from 1930 by 334 accounts from January 2026.

In Q1 there are 177 households where the debt is 1 year old or more, 155 of which have no DD in place.

This has decreased from 562 in January.

Of the accounts in arrears, 140 are currently undergoing arrears action.

30 at 1st action

109 at 2nd action

0 at 3rd action

0 at 3rd action

1 at 5th action - Charging order

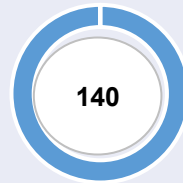
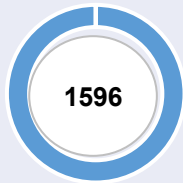
Stages 1 to 3 are letters requesting payment and explaining that should payment not be received then court action will be taken. At Stage 4 we apply to the Court via an online Money Claim system which initiates a civil claim against the debtor which includes the costs incurred by BVT for lodging the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

**Direct Debits in place Q1 2026**

**Accounts in arrears Q1 2026**

**Households in debt, 1 year or more.**

**Households in arrears action**



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

The target for the Stewardship Charge collection is set at 98% and is expected to be achieved by June 2026.

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 Stewardship 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	Q1 2025	Q1 2026	Trend	Target	YE 2025
08	Number of new breaches reported (in month)	50	61	😊	98%	256
09	Number of Breaches closed	32	52	😊	Report	220
10	Number of Breaches in progress	New 2026	12	😊	Report	New 2026
11	% of Breaches completed on time	77%	65%	😐	Report	100%
12	Average number of days taken from date breach logged to full resolution	16.9	54.4	😊	28 days	6.2

## Performance measures, trends and targets

KPI08- KPI12 reflect the activities of the Estates & Stewardship Team in addressing breaches of covenant including the Design Guide.

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

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

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

### Performance Commentary

In Q1, a total of 61 breaches were recorded in Lawley.

In January, 2 breaches were logged, the number being low due to an Estate Officer catching up on returning to Lawley following a secondment period in Lightmoor Village. One was for parking which was reported by a resident and the other was to do with an unauthorised satellite dish.

In February, 52 new breaches were reported. 29 of these were due to a letter issued to residents regarding Christmas lights and decorations that were still in place. 12 breaches involved bins being left out at the front of properties. 5 breaches related to Airbnb property businesses. It was identified that an investment company is in the process of purchasing 50 properties on Phase 11. During this review, it was discovered that one of the properties was being advertised as accommodating up to 10 people.

There were also 2 breaches concerning fly tipping on driveways in Phase 9 and one in a courtyard on Phase 1b. The Phase 1b case has now been escalated to the BVT Neighbourhood Coordinator.

In addition, 1 breach relates to an unroadworthy vehicle without number plates parked in a designated space. 2 breaches were recorded for property maintenance issues, relating to guttering requiring repair between two garages in a courtyard. A further 2 breaches were raised following a resident's report of a flagpole erected within a courtyard.

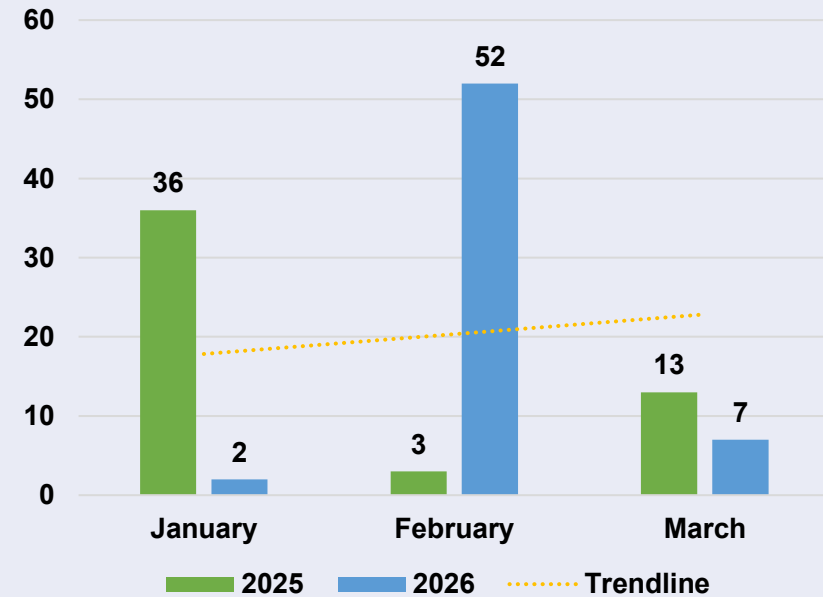
In March, 7 new breaches were reported in Lawley. The majority of breaches related to fly tipping of which there were 5 reported and mainly items stored in shared areas, 1 was an unauthorised alteration of a pergola in a rear garden and 1 was a flagpole in a rear garden.

In Q1, 52 breaches were closed, including many relating to Christmas lights being removed. We have 12 ongoing breaches. The majority of breaches in progress are fly tipping - 6 items awaiting disposal in courtyard or driveways, 2 bins on view, 2 flagpoles, 1 air bnb and 1 unauthorised alteration.

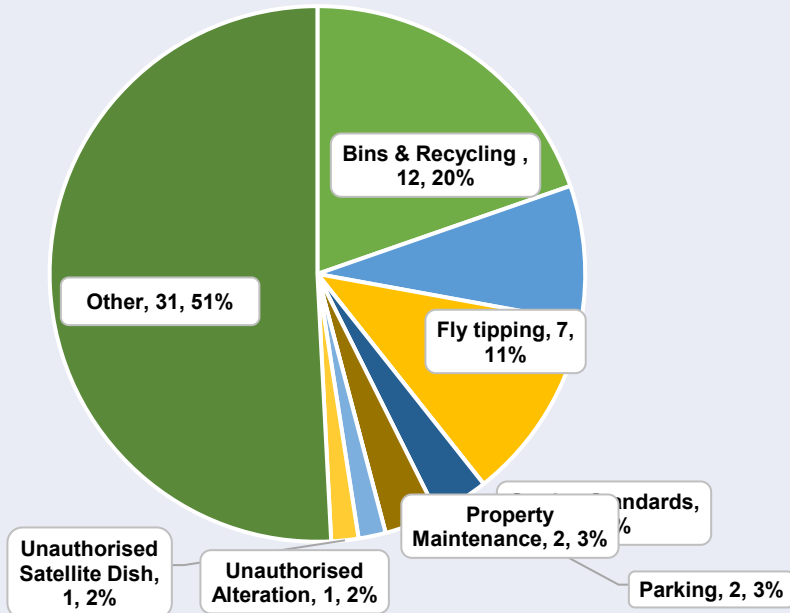
In Q1, the average time taken to resolve breaches in Lawley was 54.4, up from 16.9 days compared to Q1 2025. This figure has come off the back of 3 long standing breaches that were resolved in January.

Overall, Q1 performance has improved month on month, with decreasing the time taken to deal with breaches during the period.

Number of new breaches (in month)  
2025-2026 Q1 comparison



### Breach Type Q1 2026



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

No breaches were completed on time. However, 3 breaches were closed, all of which were long outstanding breaches that had been worked on over a number of weeks. 2 were for bins following a complaint and the Estate Officer worked with another social landlord to reach a resolution.

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

No further action is required; performance will be monitored. The Estate Officers continue to take a proactive approach to their inspections, providing clear communication and undertaking timely follow up actions.

# Alterations

No.	Measure	Q1 2025	Q1 2026	Trend	Target	YE 2025
13	Number of new alteration applications received in month	26	36	😊	Report	107
14	Number of alterations in progress	12	3	😊	Report	2
15	Number of alterations rejected	0	1	😊	Report	1
16	Number of alterations withdrawn	0	3	😊	Report	4
17	Number of alterations appeals	0	0	😊	Report	0
18	Number of alterations completed on time	14	34	😊	Report	91
18a	Number of alterations completed, but not on time	0	0	😊	Report	
19	Percentage of alterations completed on time	100%	94%	😊	100%	90%
19a	Number of alterations applications carried forward to next month	12	3	😊	Report	2

## Performance measures, trends and targets

KPI13 – KPI19 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 Q1, a total of 36 alteration applications were received. This figure is higher than the number recorded by the end of Q1 2025, which saw 26 applications. Of the 36 applications received in 2026, 34 have been completed on time.

The majority of applications were processed within the relevant timeframes, resulting in a 94% compliance rate for this quarter. 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.

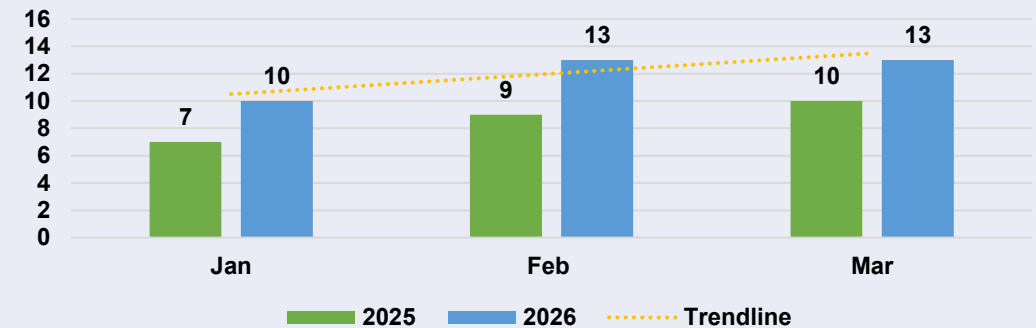
## If performance is not currently on target, what are the reasons for this:

Performance for alterations was good during Q1, this is attributed to the efficiency of the Estate Officers. There were two applications during the period that were not completed on time. The application in January was delayed by a few days due to the Christmas break and some additional days that were given for residents to speak with the Estate Officers if needed. The application in March was delayed as the application for an EV charging port was withdrawn due to not receiving the additional information requested to proceed with the application. This application was received in December, and no further contact was made by the resident

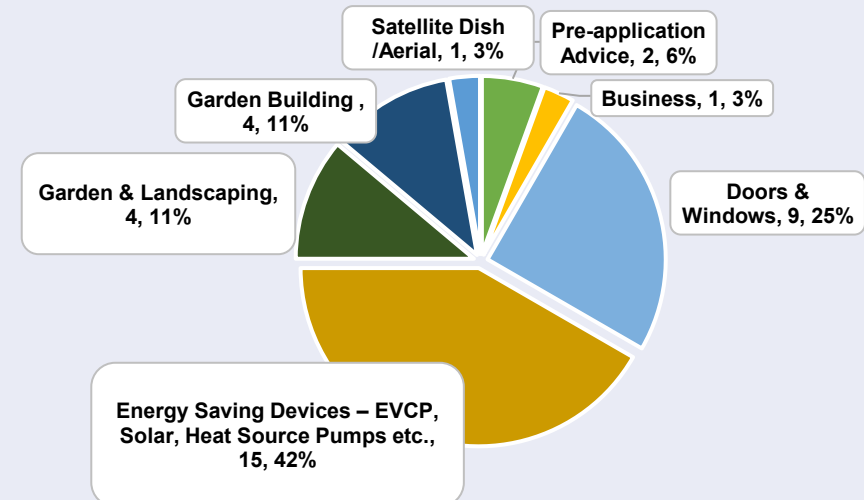
## If performance is currently not on target, what action are you taking to improve performance:

No further action is required; performance will be monitored.

Number of new alterations (in month)  
2025-2026 Q1 comparison



Alteration Application Types  
Q1 2026



# Estate Inspections and Estate Caretakers

No.	Measure	Q1 2025	Q1 2026	Trend	Target	YE 2025
20	Number of planned estate inspections completed to target	26	33		Report	94
21	% of planned estate inspections completed to target	100%	100%		100%	100%
22	Number of caretaker courtyard inspections and planned works completed to target	241	277		100%	950
23	% of caretaker courtyards completed to target	92%	100%		100%	95%
24	Number of monthly block inspections completed to target	New 2026	46		4 per week / 16 per month / 48 per quarter	New 2026
25	% of block inspections completed to target	New 2026	96%		100%	New 2026
26	Number of weekly block compliance checks completed to target (fire alarm and water flush)	New 2026	14		4 per week / 16 per month / 48 per quarter	New 2026
27	% of weekly block compliance checks completed to target (fire alarm and water flush)	New 2026	88%		100%	New 2026
28	Number of monthly block compliance checks completed to target (emergency lighting)	New 2026	4		4	New 2026
29	% of monthly block compliance checks completed to target (emergency lighting)	New 2026	100%		100%	New 2026
30	Number of litter bins emptied to target	New 2026	90		90	New 2026
31	% of litter bins emptied to target	New 2026	100%		100%	New 2026
32	Number of estate caretaker repairs completed	New 2026	4		Report	New 2026

## Performance measures, trends and targets

KPI20–KPI32 are used to measure the success of Estate Management activities, including estate checks, caretaker tasks, block inspections, compliance checks, as well as additional measures introduced in 2026 such as litter bin management and ad hoc repairs. The target for all KPIs is 100%, and performance is monitored through internal reporting systems and audit records to ensure consistent delivery against this standard.

## Performance commentary:

### Estate Checks

Estate Checks are conducted on a five-weekly cycle, ensuring that every area of Lawley is inspected. Each week, two 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 Q1, 100% of the Estate Checks have been successfully completed.

### Estate Caretakers

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

### Block Inspections and Compliance Checks

From January 2026, Estate Caretakers assumed responsibility for block inspections and compliance checks across BVT-owned apartment blocks in Lawley. These duties include weekly fire alarm testing as well as emergency lighting checks. In terms of the block checks, out of 16 inspections, 14 were completed in January. This was due to the inclement weather where the caretakers were focusing on replenishing the grit bins which is why the target of 100% was not met for block inspections and block compliance checks. Please also note that Ignis, the fire safety contractor, did not provide the fire alarm panel keys for two of the blocks which party caused the figures not to reach 100%. However, the checks are continuing to be carried out every week by the Caretakers and have the correct equipment to complete the weekly checks.

### Other Tasks

The 3 BVT-owned litter bins in Lawley are emptied twice a week by the Estate Caretakers, with performance currently at 100%.

From 2026, ad hoc repairs are also being recorded as part of performance monitoring. In Q1, this included the repair of a fence on Stoney Fold on two occasions, a repair to the front communal door at 18-27 Smallhill Road and a bin store lock removed and replaced at 53-63 Bryce Way.



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

Performance for estate management is very good. In terms of the block checks, out of 16 inspections, 14 were completed in January. This was due to the inclement weather where the caretakers were focusing on replenishing the grit bins. However, the checks are continuing to be carried out every week by the Caretakers.

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

No further action is required; performance will be monitored.

## Health and Safety, Tree Inspections and Advised Works

No.	Measure	Q1 2025	Q1 2026	Trend	Target	YE 2025
33	Number of accidents reported	New for 2026	2		Report	New for 2026
34	Number of incidents reported	New for 2026	0		Report	New for 2026
35	Number of near misses reported	New for 2026	4		Report	New for 2026
36	Number of RIDDOR reportable accidents	New for 2026	0		Report	New for 2026
45	Annual tree inspections completed to target (Savills)	New for 2026	N/A		Report	New for 2026
46	Percentage of advised tree works completed to advised timescale (e.g. immediate 3/6/9/12 months)	New for 2026	100%		Report	New for 2026

### Performance measures, trends and targets

KPI33-36 are used to measure the Health and Safety performance where the team holds responsibility. This includes monitoring accidents, incidents, near misses, and RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) reports.

### Performance commentary:

#### Accident Reporting:

There were two accidents reported in March 2026:

- One of the Estate Officers tripped on a lifted slap on the footpath (currently under developers ownership) causing grazing to right hand and right knee.
- One of the Estate Caretakers had a small cut on his finger pushing the fire alarm key in the call point panel.

### Near Miss Reporting:

There were four near misses reported in Q1 2026 (3 in February and 1 in March):

- Poor visibility in the caretaker's truck (due to the heater not working well) led to the colleagues not seeing a person start to cross the road but managed to stop in time. Repairs to the truck have been completed.
- When moving the freestanding barrier from the corner of the hub to look for an item, the barrier fell on to the floor. No injuries were caused as a result of this near miss. Will take extra care when moving the barrier in future. This has been cascaded to the team during the monthly team meeting.
- The caretaker noticed a sharp bit of metal on the door opening mechanism of their vehicle but didn't cause any injury when opening it. The caretakers have been advised to be mindful and take extra care when opening the door. Repairs to the truck have been completed.
- The caretaker was going through the traffic lights by the Lawley Community Hub when a car came through the lights on red from my right-hand side at high speed and I had to slam the brakes on and skid across towards the car. However, no there was no collision with the vehicle. The caretaker initially advised that his left shoulder was painful from the seat belt and his lower left back and upper left leg are causing some pain. The Estates and Stewardship Manager did a wellbeing check with the caretaker on the 17<sup>th</sup> March 2026. The caretaker advised that he is feeling better, he is feeling in a bit of discomfort, but it is manageable. Having carried out a further wellbeing check shortly after, the caretaker was feeling much better.

### Performance measures, trends and targets

KPI45-46 help us measure the number of annual tree inspections completed to target and the percentage of advised tree works completed to advised timescales. Just to note, the annual inspection is carried out during November each year.

### Performance commentary:

In Q1, 1 tree required works following the tree consultant's report (Savills). This was completed on time.


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

No further action is required; performance will be monitored.

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

No further action is required; performance will be monitored.

# Home Ownership

No.	Measure	Q1 2025	Q1 2026	Trend	Target	YE 2025
47	Change of Ownership Number of Instructions	40	28		Report	142
48	Change of Ownership Number of completions	41	24		Report	110
49	Change of Ownership Number of in progress	157	279		Report	95
50	Change of Ownership Number withdrawn	1	0		Report	0
51	Average timescale for dealing with solicitor pack requests (working days)	New 2026	21		5	New 2026
52	Average timescale for completion of the process	New 2026	TBC		5	New 2026
53	Transfer of Equity Number of Instructions	4	4		Report	19
54	Transfer of Equity Number of completions	0	3		Report	13
55	Transfer of Equity Number of in progress	26	42		Report	13
56	Transfer of Equity Number withdrawn	0	0		Report	0

## Performance measures, trends and targets

KPI47-KPI56 help us measure the Home Ownership work that the Estates & Stewardship team is responsible for. These KPI's are for Lawley, but the team do the work across all of our communities. Trend should be 100% where is this measured.

## Performance commentary:

### Change of Ownership

New instructions and the number of completions are less in Q1 2026 when compared to the same period in 2025.

## 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 2024. There were 4 instructions, 3 completions and 0 withdrawn during Q1. There are 42 that are currently in progress.





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

No further action is required; performance will be monitored.

### 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	Q1 2025	Q1 2026	Trend	Target	YE 2025
69	Number of expressions of dissatisfaction received	2	2		Report	12
70	Number of formal complaints received	1	1		Report	12
71	% of formal complaints responded to within target time	100%	100%		Report	100%
72	Number of compliments received	0	1		Report	1

## Performance measures, trends and targets

KPI69-72 monitor how the Estates and 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:

In Q1 2026, two expressions of dissatisfactions were raised regarding a letter received requiring the removal of a flag and issues receiving the pack for the sale of a property.

During the same period, one formal complaint was raised regarding parking, dog faeces and dangerous driving. For that same complaint, a compliment was submitted by the complainant to the Estates and Stewardship Manager for how the complaint was handled.















## 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	Q1 2025	Q1 2026	Trend	Target	YE 2025
73	Number of community volunteers in our community places	45	14		Report	225
74	Number of voluntary hours in our community places	154	31.5		Report	701
75	Number of BVT involved residents	31	28		Report	108
76	Number of organisations using community places (Lawley Hub)	31	40		Report	162
77	Total occupancy rates for BVT community places % (Lawley Hub)	6.4%	7.5%		Report	7.7%
78	Number of young people engaged in youth activities	344	427		Report	3664
79	Number of older adults taking part in social activities across neighbourhoods	285	43		Report	1349
80	Number of residents/ service users involved in formal/ informal consultation groups	659	28		Report	3592
81	Number of community groups or organisations supported	111	86		Report	532
82	Total number of partners in contact with an offer of support, collaboration or information each month	275	288		Report	1290
83	Number of BVT hosted community involvement community events & activities taken place	39	22		Report	229
84	Number of external community partnership events & activities that BVT have attended or supported	4	2		Report	35
85	£ social value generated through community development activities	£96,457	£131,470		Report	£1,143,242
86	Satisfaction with community events and activities	See commentary	See commentary		Report	See commentary

## Performance commentary:

### Community volunteers:

In Q1, we had a number of community volunteers using the Lawley Community Hub who provided services and support for a number of residents in Lawley, including church drop-ins and the Telford Bereavement Group. In March, 7 community volunteers joined activities in Lawley. They focused on litter picking and supporting outreach activities such as the bereavement group. This is an increase from previous months, due to seasonal changes and the Great British Spring Clean initiative.

### Young people engaged in youth activities:

Q1 saw a high number of young people involved in youth activities. March saw a particularly high number of the involvement of young people, largely down to the school holidays. 311 young people were engaged that included 250 children for the Easter Activity Trail and youth opportunities supported by our Eileen Hewer Grants such as Lawley Youth Group activities and Lawley Scout Group.

### Older people taking part in social activities:

In the same month (March) during Q1, 24 older adults took part in social activities across Lawley. Participation this month included accompanying grandchildren to the Easter Activity Trail, litter picking, Armed Forces Tea and Toast and knitting groups.

### Satisfaction with community events and activities:

In March, satisfaction with community events and activities was viewed as positive for events and activities in Lawley. While surveys were not conducted, verbal feedback this month highlighted appreciation of the Easter Activity Trail using local green open space and providing a free activity for all. Positive comments were received about the welcoming atmosphere at the hub from the Family Hubs Team.

### New social value indicator:

In Q1, community development activities generated £131,470 in social value across Lawley. This value was achieved through a project with the Eatwell Team from Family Hubs to provide baby weaning workshops and help parents/carers learn safe feeding practises and get the latest nutrition advice.

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

Overall performance is good with the community development and partnerships. There is further work to carry out in order to improve areas such as the numbers of community volunteers, voluntary hours and the number of older adults taking part in social activities across neighbourhoods. As we are into the Spring part of the year, the likelihood is that numbers will start to naturally increase.

### 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.

# Grounds Maintenance

No.	Measure	Q1 2025	Q1 2026	Trend	Target	YE 2025
1	Programme of work complete against agreed specification for each neighbourhood	New 2026	33		33	New 2026
2	% of inspections complete against planned calendar	New 2026	100%		100%	New 2026
3	Number of Quality Audits completed	New 2026	3		3	New 2026
4	Average score of Quality Audits	New 2026	100%		100%	New 2026
5	Number of rectifications needed against programme of work	New 2026	0		0	New 2026
6	Percentage of residents satisfied with Grounds Maintenance in their neighbourhood	New 2026	97%		85%	New 2026
7	Number of expressions of dissatisfaction received	New 2026	0		0	New 2026
8	Number of formal complaints received	New 2026	0		0	New 2026
9	% of formal complaints responded to within target time	New 2026	0		0	New 2026
10	Number of compliments received	New 2026	0		0	New 2026
11	Number of Accidents reported	New 2026	0		0	New 2026
12	Number of incidents reported	New 2026	0		0	New 2026
13	Number of near misses reported	New 2026	0		0	New 2026
14	Number of RIDDOR reportable accidents	New 2026	0		0	New 2026
15	Percentage of mandatory health checks completed	New 2026	12		Report	New 2026
16	Number of competency job-related training course completed	New 2026	6		Report	New 2026

## Performance measures, trends and targets

KPI1-16 help us measure the success of the grounds maintenance service that is delivered across a number of public open spaces and courtyards in Lawley. The KPIs also cover information on expressions of dissatisfactions, compliments, complaints and health and safety incidents.

## Performance commentary:

### Grounds maintenance service

For Q1, The Estate Officers achieved 100% in terms of completing their regular inspections of the estate. M&BG carried out their own independent inspections of the phases in Lawley, achieving 100% from a quality perspective and no rectifications required.

Resident satisfaction was recorded as 97% for Q1 against a target of 85%. One negative item of feedback was recorded concerning grass cutting at the top of the SuDs on Monastery Close. This is already in hand and M&BG are regularly servicing the area in question.

### Expressions of dissatisfaction, formal complaints and compliments.

There were no expressions dissatisfaction, formal complaints and compliments recorded for Q1.

### Health and safety incidents

There were no health and safety accidents, incidents, near misses or RIDDOR reportable incidents for Q1.

### Health Checks and Operative Training

During Q1, health checks were carried out on M&BG's vehicles by the Contracts Manager that focussed on the likes of fluid and oil levels, checking brake lights and indicators and checking the interior of the vehicles (steering wheel, gear stick, seatbelt, general cleanliness).

In addition, M&BG delivered toolbox talks to their operatives on areas such as hand and power tools, near miss reporting and manual handling.

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

No further action is required; performance will be monitored.

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

No further action is required; performance will be monitored.

<b>Lawley Management Committee</b>	
<b>Date</b>	<b>12<sup>th</sup> May 2026</b>
<b>Item 11</b>	<b>Progress on Lawley Projects 2026</b>
<b>Author</b>	<b>Mike Cunneen</b>
<b>Contact Details</b>	<b>michaelcunneen@bvt.org.uk</b>



**1. Purpose of Report**

The purpose of this report is to provide a progress update on key projects taking place in Lawley in 2026.

**2. Recommendation**

It is recommended that Committee **DISCUSS** the projects, progress made to date and in particular:

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

The delivery of Long-Term Stewardship in Lawley Village works towards the BVT corporate aims of;

- Place-shaping
- Community building
- Championing people
- Providing great homes

And includes the BVT values of Partnership, Fairness, Quality, Integrity and Innovation.

**4. Financial Impact**

The activities in this report relate to the Lawley budget and spend of the Community Charge.

**5. Value for Money Impact**

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

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

**6. Risk and Assurance Impact**

The projects below, when delivered will reduce or mitigate the risks under the following serials of the Lawley risk register. 1, 2, 3, 4 and 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 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.

#### **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 group to bring the customer voice into all decisions made by the committee.

Wherever possible and appropriate, a wide range of residents will be invited to comment on projects and/or sit on tender panels.

#### **10. Report**

Throughout 2026, there will be a number of projects that the Estates and Stewardship Manager (E&SM) will be leading on. These projects will help to maintain Lawley's distinctive character and continue to build a strong and inclusive community.

The projects include a three year review of the grounds maintenance contract, tendering for the block cleaning and window cleaning contract, the management of the sustainable drainage systems (SuDs) and the handover of the remaining phases and Non-Adoptable Public Realm (NAPR).

There are other contracts that will be tendered including tree management, drains, general repairs and lighting. These contract tenders will be across all sites in Birmingham and Telford and managed by a number of colleagues across Estates and Stewardship.

Please find below brief updates on the current position of each project.

### **Three-year review of M&BG Limited**

A report will be presented to Committee on 12<sup>th</sup> May 2026 with a recommendation to approve the extension of the contract by two years to commence from 1<sup>st</sup> January 2027.

### **Block Cleaning and Window Cleaning Contract**

BVT are now at the tender stage of the procurement process for the two new contracts. The tender documents will be made available for interested suppliers to review. Once BVT have a confirmed list of suppliers who have bid for the contracts, the selection panel, that will include a number of residents, including one from Lawley, will review the quality-based questions as part of the evaluation part of the process. The new contract will go live from 30<sup>th</sup> September 2026.

### **Management of the SuDs**

The E&S Manager has reached out to the organisation who won the tender for the SuDs in Lightmoor. The intention is for the SuDs in Lawley to be managed by the same organisation. The target is for the contract to go live from November 2026.

### **Handover of the NAPR and Remaining Phases**

The Head of Estates and Stewardship and the E&SM (Lawley) are continuing to work with the developers to ensure the handovers of the NAPR and the remaining phases across Lawley are completed. Regular updates are continuing to be sent by BVT's solicitors with tracked updates on the handovers.

### **Lawley Management Committee Elections**

We have received a number of applications from Lawley residents who wish to become a member of the Lawley Management Committee. As there are four vacancies, there will be a contested election. Please find below a breakdown of the key dates:

- Final candidate statements and information will be sent to the electoral organisation by 15<sup>th</sup> May 2026.
- The ballot will then open from the week commencing 1<sup>st</sup> June 2026 and will close on 21<sup>st</sup> June 2026.
- The results will be confirmed by the elections organisation from the week commencing 22<sup>nd</sup> June 2026.
- Results will be announced on social media during the week commencing 6<sup>th</sup> July 2026 (after the interim formal Lawley Management Committee meeting on 7<sup>th</sup> July 2026).

### **Estates and Stewardship Contract Tenders**

E&S Managers are leading on the procurement of a number of service contracts including: tree management, drains, general repairs and lighting. Throughout the remainder of 2026, the E&S Managers will be testing the market, obtaining three quotes for each service to award contracts for each one.

### **Five-year review of Lawley Sinking Funds**

The Head of Estates and Stewardship and the E&SM are part of a project group who is carrying out a review of lifecycles and costs in Lawley. The group will produce the appropriate systems, models and processes that will enable BVT to successfully operate sinking funds.

### **GIS Mapping Project**

The Head of Estates and Stewardship and the E&SM are part of a project group to rollout and replace the current GIS mapping provider to an alternative organisation. The purpose of the project is to have robust and accurate grounds maintenance data (with associated attributes) covering the BVT portfolio and neighbourhood boundaries. The deadline to deliver this project is 30<sup>th</sup> September 2026.

<b>Lawley Management Committee</b>	
<b>Date</b>	<b>12<sup>th</sup> May 2026</b>
<b>Item 12</b>	<b>Community Development &amp; Partnership Report</b>
<b>Author</b>	<b>Lin Powell</b> <b>Community Development &amp; Partnerships Officer (CD&amp;PO)</b>
<b>Contact Details</b>	<b><a href="mailto:lindseypowell@bvt.org.uk">lindseypowell@bvt.org.uk</a></b> <b>07702894540</b>



### 1. Purpose of Report

The purpose of this report is to inform Committee about the Community Development and Partnerships activities undertaken in Lawley during Quarter 1 of 2026.

### 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 Hewer 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.

## 10. Partnership Engagement

During Q1 of 2026 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 Hewer 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 – Q1 Communities Report

## 11.1 Outreach

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.

**NEW! JOIN OUR COMMUNITY TODAY**

### ARMED FORCES DROP-IN

THIRD FRIDAY OF EVERY MONTH

TALK TO OUR OUTREACH VOLUNTEER

Space for veterans, serving personnel and armed forces families to connect with each other socially and for signposting to access to services

10am - 1pm

FREE REFRESHMENTS & ACTIVITIES

LAWLEY COMMUNITY HUB, BIRCHFIELD WAY, TF3 5BZ (OPPOSITE GREGG'S)

### Telford & the Wrekin Citizens Advice at Lawley Community Hub

Available here every 2nd Wednesday of the Month by appointment only

To book an appointment in Lawley call us on **0808 278 7988** or scan the QR code for our contact us form

**citizens advice** Telford & the Wrekin

### BVT Tenants Surgeries

BVT tenants across Telford are invited to our drop-in surgeries below at Lawley Community Hub, you can pop in or arrange an appointment by emailing [enquiries@bvt.org.uk](mailto:enquiries@bvt.org.uk)

Location	2023 Dates
Lawley Community Hub, Unit 3 Birchfield Way, Lawley, Telford, TF3 5BZ	Weeks 27 <sup>th</sup> Jan 1pm-5pm Weeks 10 <sup>th</sup> Feb 1pm-5pm Weeks 10 <sup>th</sup> March 1pm-5pm Weeks 10 <sup>th</sup> April 1pm-5pm Weeks 20 <sup>th</sup> May 1pm-5pm Weeks 17 <sup>th</sup> June 1pm-5pm

**You can:**

- Speak to your Neighbourhood Coordinator face to face at the hub
- Get help with tenancy issues and advice from our team
- Meet other tenants affected but about things happening in Telford

### LIGHTMOOR & LAWLEY DROP IN'S

Starting monthly from August

LIGHTMOOR: 1<sup>st</sup> MONDAY OF THE MONTH 1PM-3PM  
DAYCENTRE CENTRE, LIGHTMOOR VILLAGE CENTRE, TF4 5EG

LAWLEY: 2<sup>nd</sup> WEDNESDAY OF THE MONTH 1PM-5PM  
LAWLEY COMMUNITY HUB, BIRCHFIELD WAY, TF3 5BZ

Come along and meet your local Family Hub practitioners. You'll be able to access advice and support and connect with local organisations.

Support we cover includes parenting and behaviour support, online and community safety, SEND (Special Educational Needs & Disabilities), Domestic abuse support, financial advice and much more!

Activities on hand for children and young people in attendance with parents/carers

Please call 01522 385465 for any enquiries

### Join our Lawley Communications Forum

As a member of our new communications forum, you can:

- Help our key communications to make sure they are easy to understand and include the information you need.
- Check our online website and give suggestions to make sure it's relevant and useful.
- Share your experiences of living in Lawley through our online and offline platforms including blogs, articles and videos.
- Gain useful communication opportunities, meet new people and develop skills that look great on a CV.

**What do I need to do?**

- Attend our meetings each year and occasionally be contacted at other times through email.
- If it becomes too busy our stewardship charge.
- Email [communications@bvt.org.uk](mailto:communications@bvt.org.uk) for further information.

### LAWLEY COMMUNITY HUB DROP IN

Unit 3 Birchfield Way, Lawley Drive, TF3 5BZ - FREE PARKING AT MORRISONS

Have you got any questions regarding:

- Understanding SLCN support
- Graduated Approach
- Preparing for a school meeting
- Local offer and school offer
- Mediation & appeals

SENDIASS TELFORD & WREKIN

Tuesday 12<sup>th</sup> May 9am - 12pm

Tuesday 16<sup>th</sup> June 11.45am - 2.45pm

Tuesday 7<sup>th</sup> July 9am - 12pm

Come along and speak to a member of the SENDIASS team

To find out more information please call 01924 487176 or email [info@sendiass.org.uk](mailto:info@sendiass.org.uk)

### Telford Bereavement Group

Come and speak to people who have all lost a loved one

We offer free support, friendship and understanding

For more information on the dates and times of the next meeting, please contact Shane on **07932 513880**

[hello@shropshirebereavementgroup](mailto:hello@shropshirebereavementgroup)  
[shropshirebereavementgroup](https://shropshirebereavementgroup)  
<https://shropshirebereavementgroup>

### Estate Dates with BVT Estates & Stewardship Team

Mark your diaries for dates to meet with our Estate Stewards for 100 tenants for consultation on 01522 385465

Date	Locations to visit	Time
Tuesday 4 <sup>th</sup> January 2023	Meet at LCI - Unit 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100	10am - 11.30am
Wednesday 20 <sup>th</sup> January 2023	Meet at LCI - Unit 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100	10am - 11.30am
Thursday 27 <sup>th</sup> January 2023	Meet at LCI - Unit 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100	10.30am - 12 noon
Friday 3 <sup>rd</sup> February 2023	Meet at LCI - Unit 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100	1.30pm - 3pm
Friday 10 <sup>th</sup> February 2023	Meet at LCI - Unit 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100	10am - 11.30am
Friday 17 <sup>th</sup> February 2023	Meet at LCI - Unit 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100	10.30am - 12 noon
Monday 20 <sup>th</sup> February 2023	Meet at LCI - Unit 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100	2.30pm - 4pm
Friday 24 <sup>th</sup> March 2023	Meeting at LCI - Unit 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100	10.30am - 12 noon
Thursday 30 <sup>th</sup> March 2023	Meet at LCI - Unit 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100	10.30am - 12 noon
Friday 3 <sup>rd</sup> April 2023	Meet at LCI - Unit 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100	10.30am - 12 noon
Friday 10 <sup>th</sup> April 2023	Meet at LCI - Unit 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100	10.30am - 12 noon
Friday 17 <sup>th</sup> April 2023	Meet at LCI - Unit 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100	10.30am - 12 noon
Friday 24 <sup>th</sup> April 2023	Meet at LCI - Unit 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100	10.30am - 12 noon

- **Outreach@thehub** – We support a variety of opportunities and initiatives in Lawley that continue to reflect strong partnership working and community engagement. They included new engagement from outreach partners like School Nurses and DeafAble, plus continuing partnerships with local services.



- Ongoing Outreach bookings** - CAB are continuing their bookings generating income. Drop-in sessions for SEND IASS, Family Hubs, Bereavement and Armed Forces are all continuing. New dates for tenants surgeries with Neighbourhood Coordinators and estates dates with Estate Officers have been promoted, in addition the scrutiny officer, Maryam Ali wants to meet with the teams and work with us to promote scrutiny opportunities for all our residents.



- Telford Methodist Circuit** – This group have partnered with us to expand their offer for the local community. Building on the successes last year of their Pop-up and Play summer picnics and Christmas Lantern and Carols Parade, they would like to provide more events for this year and continue these well attended ones. The monthly drop-ins at the hub are paused while they explore these exciting new options, which is to include a 'Well Dressing' at the hobgoblin well sited at Lawley Gate!
- Community Coffee Morning** – The March event was cancelled due to staff absence. Dates are booked for 25<sup>th</sup> June, 24<sup>th</sup> September and 26<sup>th</sup> August. We have asked Lingen Davies Trust to promote their appeal and do a talk at the next event. Telford Steam Railway are keen to attend again and would like to meet local contacts here.

## 11.2 Partnerships

- **Lawley Community Consortium (LCC)** – Previously, 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 this year’s activities that we will collectively fund and deliver.

The consortium met again in February to discuss the funding still available. LOPC are looking to add a business case for £1000 for the Children’s Holiday Activities. The consortium approved a business case for LOPC for £1000 for the Children’s Holiday Activities, we facilitate these activities in partnership with them, so we benefit from this grant funding.

- **Funding streams and fundraising –**
  - **Funding pooling** – We continue share funding and resources with partners for our community events planned in collaboration with Lawley and Overdale Parish Council, BVT Lightmoor and Lawley Running Club. This helps us to provide value for money and maximise our resources.
  - **Internation Tree Foundation** have offered to by us some fruit trees, they are pledging £30 each for 30 trees to be planted in Lawley. We met with the foundation and discussed the grant terms, which were agreeable to us. We are pleased to have been granted £900 from ITF for planting in the community this year.
- **Formal/informal consultations** - Residents and service users in Lawley have been involved in formal and informal consultation activities using a variety of approaches. We have completed surveys and shared third party consultations including assisting:
  - BVT initiatives for tenants and the Birmingham Communities Team.
  - Post-event surveys for event participants for the baby weaning course.
  - Consultations with residents about the upcoming elections for LMC
  - A new Sounding Project Consultation was launched this month to consult with residents in our apartment blocks about the tender of a cleaning contract for the blocks.
  - The communications forum meeting for this quarter was held in January to discuss the community charge letters and community activities.
- **Engagement** - Partners continue to engage with us through the Eileen Hewer fund, walk-ins at the hub, outreach services, the virtual noticeboard and community events. 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 38 community groups and 120 partnerships.

So far this year, we have been tracking the walk-in enquiries from residents at Lawley Community Hub to gain oversight into the type of enquiries and their frequency. See the following table:

Month 2026	Enquiry Topics 2026
	Each month we have had residents drop-into the hub to enquire about:
Jan & Feb	This period we have had residents drop-into the hub to enquire about: parking issues, LOPC queries, bus timetable, LOPC coach trip, grit bins, lights, alteration enquiries, repairs for common areas, neighbour

	complaints, new residents to the area looking for activities and opportunities.
March	For March, we had 18 Enquiries including: New to area seeking activities, damaged tree, baby weaning event, housing rentals, alterations, query about selling home, enquiry of change of door colour, lending library, estates questions, neighbour dispute, centenary theatre group, management pack, charges for BVT accounts, alteration process, dog waste, developer contacts for residents, green group, storage enquiry

- **Virtual Noticeboard** - We have completed the transition from a pdf to Microsoft Sway, with excellent feedback from partners following consultation. We have also informed and consulted up to 285 people monthly via the virtual noticeboard, throughout the year to assist partners in sharing events and activities with residents. This can be viewed here: [Lawley Village - Lawley virtual noticeboard](#)
- **Community Connectors** – As part of a strategic approach to collaboration, we have been networking with partners and increasing our contacts base by the Community Connectors meetings and working with Community Resource. The April meeting was cancelled; we intend to attend the next meeting alongside BVT Lightmoor colleagues.
- **Businesses & Sponsorship**
  - **Lawley 5k Fun Run** – Previous sponsors are being contacted about donations and support for this year’s event.
  - **Barratt and David Wilson Homes** have offered to support our community activities again this year. Previously they sponsored a veteran’s trip to the National Memorial Arboretum for £800. We have suggested funding a trip for the Bereavement Group or towards a living sculpture, discussions are ongoing.
  - **Charitable endeavours** – For 2026 the chosen charity we are supporting is Severn Hospice. We have a charity shop in Lawley Square, and they are active members of our community. BVT and partners from LOPC and Lawley Running Club, visited the hospice in March, the visit was very moving and motivating, they are a phenomenal charity who do excellent work. The fundraising officer Phil explained clearly where money raised goes and the impact it makes.







**Join us on Saturday 5 September 2026**

1pm

Lawley Village Centre (adjacent to the War Memorial and Gracing Cow Pub)

£6 entry fee

To book your place or for more information scan the QR code or visit [lawleyrunningclub.co.uk](http://lawleyrunningclub.co.uk)

**SCAN ME**



This year we are raising funds for **Severn Hospice** lets go at home

Organised by:



## 11.3 Events

- **2026** – Joint planning sessions for communities, communications and collaborative planning with partners for events were held in January. These partnerships remain strong through our joint events and projects. It is worth noting that LOPC have communications person starting so they will support our Communications Officer with our events and lead on others.
- **Charity Fundraising Presentation** – Last year we were fundraising to support Papyrus, a charity that supports and raises awareness for the prevention of young suicides. Along with Lawley and Overdale Parish Council, Lawley Running Club and many other local sponsors we raised nearly £4000 for this cause. Please see Appendix C for a copy of the thank you letter from the charity.



- **Children's Holiday Activities** – A selection of activities and opportunities have been planned for Easter school holidays and planning for the six weeks holiday has also commenced. This is a joint programme with BVT Lightmoor and LOPC. These include Easter activities for: magic workshops, science workshops, craft sessions, boardgame brunch and cooking classes. We pool our resources and have had some grants so far, including a considerable amount of Councillor's Pride funding and LOPC have had a grant from Wrekin Housing for the programme.



- **Easter Activity Trail** – We partnered with LOPC to use the community gardens to host this event, it is a fantastic opportunity to advertise the local green open space and to connect our residents with nature. The trail was well attended, and positive verbal feedback was received. Excellent attendance of between 400 to 450 people, with fun had by all.



- Baby Weaning** – We had four residents attend the Baby Weaning workshop and good interest in the service. It is an important point in infant development and the Eatwell team offer practical advice on nutrition and safe feeding methods, often lifesaving in nature. A social value report is being conducted on this programme and will follow on completion. The session was offered free of charge from the service, and our BVT contribution was use of the bistro area of the hub space, we can sometimes offer this space free of charge during normal working hours as the hub is already staffed.



- Great British Spring Clean** – BVT staff and volunteers across all our areas have been out and about collecting litter to Keep Britain Tidy. In Lawley, we teamed up with our local Street Champions for this event.



- **Anchor Events** - Funding has been confirmed for next year from LCC with a £10,000 grant awarded to LOPC to deliver the events. We continue to work strongly in partnership with LOPC to deliver these well-loved community engagement events. BVT have committed funding to the three anchor events, which include:
  - Easter Trail 31<sup>st</sup> March
  - Summerfest 4<sup>th</sup> July - The timings of the day for Summerfest have been amended to 1-7pm from 1-9pm, following feedback from stakeholders.
  - 5k Fun Run 5<sup>th</sup> Sept
  - Christmas 5<sup>th</sup> Dec



## 11.4 Networking

- **BVT Sounding Projects** – A new Project Sounding Group Consultation was launched to consult with residents in our apartment blocks about the tender of a communal and window cleaning contract for the blocks. We look forward to more projects and pop-ups to consult with residents during this the year; we are working with BVT colleagues from the scrutiny and resident involvement teams.
- **Communications Forum** –The meetings for 2026 have been scheduled and January provided opportunity for residents to discuss the community charge letters and community activities.
- **Youth Forum** – We had good engagement from our youth population through the Easter Activity Trail. School holiday youth activities are being planned with Children's Holiday Activities, and Urban Games from Telford and Wrekin Council, to include the six weeks holiday in the summertime.
- **Lawley Armed Forces Network** – The drop-ins have been well attended by residents and with the Armed Forces Covenant Reps. We have also engaged a Combat Stress charity who we have connected to the Telford Steam Railway for volunteer placements. In addition, the Engagement Officer from Housing Plus Group attended the Tea and Toast to meet residents. Other partners included: Telford Steam Railway are looking to continue their Veterans Breakfasts and DeafnAble will be connecting with our network

- **Lawley Village Green Group** – Transition Telford, Wellington Green Festival and Dawley Allotments have reached out to us for support with promoting events to our residents. Wellington Green festival has offered us a place at their festival in August, however this clashes with annual leave. We have had a new resident enquiry interested in these projects. In addition, Lawley Community hub is also used as micro-recycling centres for printer cartridges, coffee pods and spectacles.
- **Lawley Arts and Crafters Network** – We have had a variety of creative interests from the community in Lawley in this quarter.
  - We are working with LOPC and the willow artist to look at adding another living sculpture or a dried willow mini-trail connecting to our heritage in the village. Ideas are being proposed by the artist.
  - We have been working with creation station and Barnardo's to offer craft sessions at the Easter trail and Easter activities that are free for children who attended.
  - We have reached out to a Lawley resident on Facebook who shared their photographs of Lawley in the snow. We had permission from Luke to share them and are printing copies for the Community Art Gallery in the hub.



- **Volunteering** – We have volunteers working across Lawley in lots of different capacities, currently we are engaging with volunteers through the Bereavement Group, Armed Forces Tea and Toast and with the local Street Champions.

### 11.5 Eileen Hewer Community Fund Grants 2026

The fund had refreshed to £25,000 again, however some of the grants from December may carry forward into this period as they are processed and delivered.

- **ANTA Training CIC** have had another attendee from Lawley for a course funded (£150). This was for a young man to complete vocational training in Health & Safety in Construction. Donna has done a featured article on our website which has received good engagement.

Read more on Nile's story via our website:

[Lawley Village - Celebrating Success: Niles completes construction course](#)



- **Lawley Running Club** came to view the community PA system with a view to utilising the speakers, unfortunately the speakers are not suitable for use in the outdoor setting the running club needs. We have therefore, proceeded with their grant funding which was agreed by the EH panel (£570.03). We will look to find a community group to take stewardship of the PA system now the storage unit contract has expired.
- **Lawley Youth Club** have invited BVT and our trustees to visit the Youth Club and see their activities. We are waiting for dates to be confirmed.
- **Telford Steam Railway** have now provided their updated quote for new gates, which was agreed by the EH panel. We have awarded £2000 to the purchase of new gates at the Lawley entrance to the railway. These will improve the aesthetic of the area and increase security/reduce potential ASB.

We have had two Small Grant Applications:

- Combat Stress charity, £25 shopping voucher for a prize in a charity fundraising quiz at the Grazing Cow. The charity is the country's leading charity in supporting veteran's mental health; we have a considerable number of veterans and serving personnel in Lawley making this cause especially relevant to our community.
- Telford First Responders are holding a fundraising event with Lawley Village Line Dancing Club; we have funded a £100 shopping voucher for the charity raffle prize. Many TFR members live locally including 2 in Lawley, therefore our residents greatly benefit from the TFR response times. Please see Appendix D for a copy of the thank you letter from the charity.

**Current spending for 2026 is £2,827.03 for Qtr 1.**

**The remaining balance (from the £25,000) is now £22,172.97**

This is reasonable for a first quarter compared with previous years. This is the first of our small grants which have been introduced so this new procedure will be monitored and reviewed once embedded.

## **11.6 BVT Corporate**

**Satisfaction and social value** – 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.

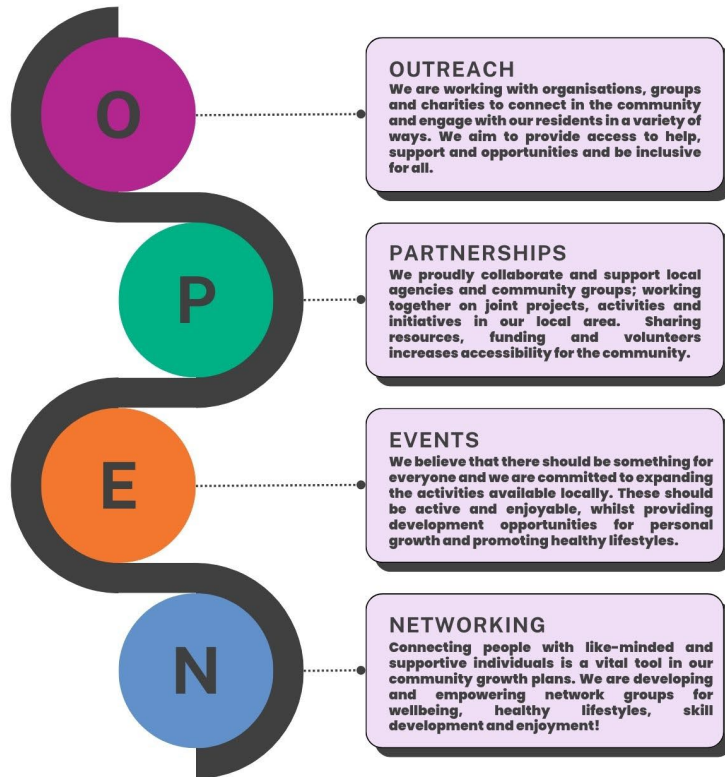
In Q1, community development activities generated £131,470 in social value across Lawley. This value was achieved through a project with the Eatwell Team from Family Hubs to provide baby weaning workshops and help parents/carers learn safe feeding practises and get the latest nutrition advice. The full social value report is currently being compiled.

**CNC reporting** – Examples of how we meet the BVT aims and values are reported to the Community Neighbourhood Committee for communities in Birmingham for the trust. This will now move to a case study format rather than presentation going forward.

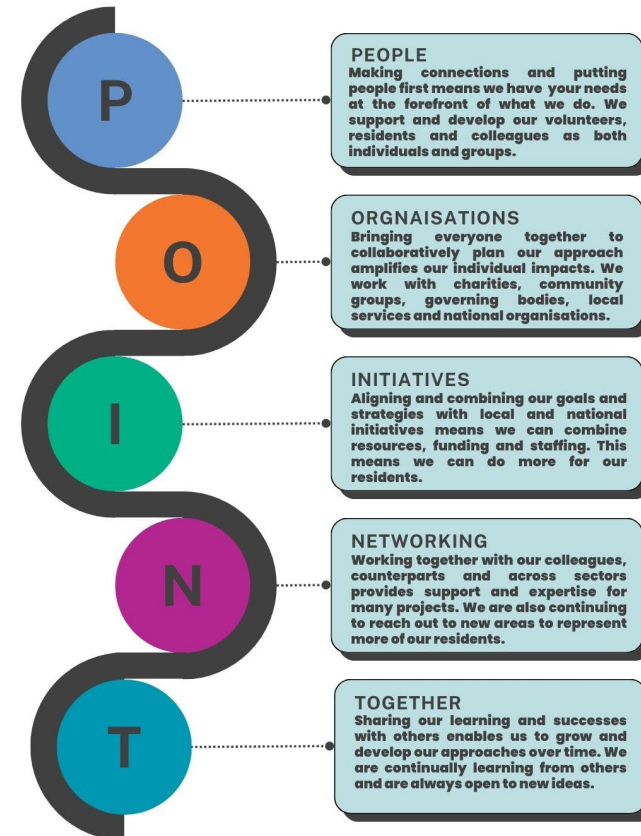
**Case studies** – we are looking to update case study templates with our Communications Team to provide a framework for collecting feedback and insight into projects and events.



## Our **OPEN** Approach to Community Development



## The **POINT** of Our Partnerships



## Appendix C – Thank you letter from Papyrus for fundraising endeavours



Lawley & Overdale Parish Council  
Leonard Smith House  
Unit 2 West Centre  
Lawley  
TF3 5HT

26 February 2026

Dear Lawley & Overdale Parish Council, Lawley Running Club & Bournville Village Trust  
Lawley,

We're incredibly grateful for the amazing £3,912.10 you raised through your fundraising throughout 2025 in memory of Max. Your hard work and dedication put into your fundraising has made a meaningful impact, and we are so thankful.

Last year, HOPELINE247 received more than **100 interactions every day** from young people living with thoughts of suicide and those concerned about a young person's safety. **A 30-minute life-saving call costs around £15**. Your generosity makes these vital interactions possible with our trained advisors - keeping young people safe and saving young lives.

Your kindness means more people could reach us in the way that works best for them, contributing to a **70% increase in British Sign Language calls** and an **18% increase in language translation calls**. Thanks to your support, we're also able to support communities across the UK, engaging them through our resources, training, and pushing for policy change where young people's needs are not being met.

Thank you so much once again for supporting PAPYRUS and helping us continue to be here for life. If there's anything further, we can do to help, please do not hesitate to get back in touch.

With best wishes,

Cait Lloyd

**Community Fundraiser**

**Fundraising@papyrus-uk.org | 01925 572 444**

**HOPELINE247**  
0800 068 41 41

TEXT: 88247 EMAIL: [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org)

PAPYRUS is the national charity dedicated to the prevention of young suicide in the UK.

Head Office: Unit 2 Bankside, Crosfield Street, Warrington, WA1 1UP  
Tel: 01925 572 444 Email: [admin@papyrus-uk.org](mailto:admin@papyrus-uk.org) Web: [papyrus-uk.org](http://papyrus-uk.org)  
Registered Charity No: 1070896 OSCR Registered Charity No: SC052556  
Company Limited by Guarantee No: 3555482

## Appendix D – Thank you letter from Telford First Responders for their Eileen Hewer small grant for fundraising



Registered Charity: 1131479

Telford First Responders,  
155 Birchfield Way  
Lawley  
Telford  
TF3 5HQ

### Line Dancing Fundraiser 11<sup>th</sup> April 2026

Dear Lin,

I am writing to formally thank you for providing such a generous prize for the raffle and supporting us with printing the Guess the Weight competition sheet at the line dancing fundraiser on 11<sup>th</sup> April 2026.

We raised an amazing £1500 which equates to approximately 25% of our annual financial outgoings and to do that in a single evening is fantastic.

Being able to raise such a substantial sum in one evening frees up our volunteers for our primary role of supporting the community and West Midlands Ambulance Service by attending 999 calls alongside our Paramedic colleagues.

Our guests at the event appear to have really enjoyed their evening and we are already getting plans together for a similar event next year and I hope we can call on your support again if you are able.

It goes without saying that if we can ever help you in any way at all please don't hesitate to contact us.

Yours sincerely

Nick Freeman

Chair  
Telford First Responders.

Proud to work in partnership with



<b>Lawley Management Committee</b>	
<b>Date</b>	<b>12<sup>th</sup> May 2026</b>
<b>Item 13</b>	<b>Customer Communications Report</b>
<b>Author</b>	<b>Donna Charway Customer Communications Officer</b>
<b>Contact Details</b>	<b>DonnaCharway@bvt.org.uk 0300 333 6540</b>



### 1. Purpose of Report

The purpose of this report is to inform Committee of the PR & Communication activities that took place in Q1 of 2026.

### 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 & Communication activities contributes towards the BVT corporate aims of:

- Inspiring learning and sharing
- Building organisational strength

And reflects 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.

### 4. Our Digital Communications Offer

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

During Q1, the Customer Communications Officer (CCO) developed new website pages to support the 2026 committee elections, published the 2026 grounds maintenance reports, and launched an updated events calendar. The first website audit of the year was also completed, with the Estates & Stewardship team reviewing content and making suggestions for updates and changes to site content. In Q2, a full review of all community pages is planned, with updates and changes to be carried out where needed.

## 4.1 Website

- **Uploaded 36 grounds maintenance reports from across all phases.** A total of 36 grounds maintenance reports were uploaded from across all phases. These reports are updated weekly on the website and detail the services carried out in different areas of the village. Monthly audit reports also outline any work being addressed by the contractor, M&BG Ltd, helping to ensure transparency and accountability for Lawley residents.
- **Wrote and published 34 news stories and events.** Alongside sharing content via social media, the website has been regularly updated with information on services, activities, and events—including estate dates and resident drop-in sessions—making sure residents who do not use social media can still stay informed about developments within the village and the wider local area.

## 4.2 Social media platforms

As part of ongoing communications activity, the Customer Communications Officer (CCO) continues to manage the BVT Lawley Facebook and X (formerly Twitter) accounts, alongside dedicated pages for key community events including Summerfest and the Lawley 5K Fun Run.

During Quarter 1, a total of 120 updates and event posts were published across Facebook and X. These posts played an important role in raising awareness among customers about the wide range of services delivered by BVT. Content covered estates and stewardship activity, partnership working, and promotion of local community events, helping to keep residents informed and engaged.

In addition, nine videos were created, recorded, and shared during the quarter. These focused on key topics such as the community charge drop-in session, winter weather updates, reflections on 2025, and insights into estate officer roles. Video content continues to be an effective way of engaging audiences and increasing reach across social platforms.

The CCO also maintained and updated the Summerfest and Lawley 5K Facebook pages in preparation for the 2026 events. BVT has managed these pages on behalf of the former Lawley Partnership Board for the past three years, during which time there has been a consistent increase in both followers and engagement levels. As well-established and popular events within the village, effective management of these pages plays a valuable role in supporting wider community-building efforts in Lawley. And the CCO is working closely with the new Comms Officer at Lawley and Overdale Parish Council on the partnership events.

- **120 updates/events on Facebook/X.** These posts helped to raise awareness amongst customers of the services BVT provides, ranging from estates & stewardship activities and partnership work to community events.

- **Recorded/created/shared nine videos.** Topics included the community charge drop-in session, winter weather update, reflecting on 2025 and estate officer roles.
- **Updated the Summerfest and Lawley 5K Facebook pages for the 2026 events.** 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.

### 4.3 Online newsletter

In 2026, the online newsletter is being issued monthly due to its continued success and the increasing number of residents signing up to receive it. Residents across all BVT communities can subscribe via our main website.

The newsletter includes updates on BVT services, as well as activities and events taking place across all neighbourhoods in which we work. It continues to serve as an important communication tool, helping to keep residents informed and engaged at a local level.

In 2026, articles relating to Lawley included:

- January – Articles about Lawley included you said, we did and event activities.
- February – Articles about Lawley included you said, we did, IASS support, weaning classes, armed forces drop-in, Lawley 5k & Summerfest, Design Guides
- March – you said we did, education courses

Our average open rate for the newsletter is 64% compared to an average 45% for peers in the not-for-profit sector.

### 5.Brand management and marketing

*AIM: Make sure 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 Q1 of 2026, we supported the Estates & Stewardship Manager and Community Development and Partnership Officer in the communication and marketing of activities taking place. This included:

#### **Resident committee election**

The CCO developed a project plan for the 2026 election, outlining key communications and engagement activities to support resident awareness and participation.

The plan included the creation and editing of videos featuring the Chair and Estate & Service Manager (E&SM), providing an overview of the history of the committee and encouraging residents to consider nominating themselves.

In addition, the CCO worked closely with the E&SM to develop resident-facing information materials and coordinated liaison with the mailing house to ensure timely and accurate distribution.

Dedicated website pages were also created to provide full details of the election, including nomination guidance, key dates and timelines, and an online nomination form.

To further support engagement, the election were promoted through a coordinated programme of online communications via the website and social media channels, alongside the organisation of a resident drop-in session to provide additional information and encourage participation.

### **Lawley 5k fun run/Summerfest**

This year's flagship events were officially announced. The CCO developed communications project plans for both events and updated the associated Facebook pages accordingly.

These events are delivered in partnership with Lawley and Overdale Parish Council, who have recently recruited a Communications Officer. While the Parish Council Communications Officer has now been added as an administrator to the relevant social media pages, communications activity continues to be led by the CCO in partnership with the Council. Communications are across several platforms both on and offline from posters to websites, social media to newsletters.

### **Estate Officer role project**

To promote the various aspects of an estate officer role, five videos were created, these were based on:

- Introducing the estate officers
- Alterations
- Estate inspections
- Breaches
- Areas of responsibility

The videos were shown at the Lawley residents Communications Forum and following feedback, were then uploaded to the website and promoted on social media. So far, the videos have been watched over 300 times and help to raise awareness of key services in an accessible and engaging format.

### **Communications Forum**

In February the Communications Forum took place with members reviewing the five estate officer videos. Members gave constructive feedback and their suggestions were implemented prior to publication.

## **6. 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.*

**6.1 Media coverage** During the first quarter of 2026, no news releases were issued. In 2026 the CCO will continue to spot opportunities for media coverage and there are already plans to write press releases for both Summerfest and the Lawley 5k.

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.

**6.2 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. In Q1 this included an article on our website about the successful completion of an education course funded by the Eileen Hewer Fund. Also, the opportunity to get involved with BVT by joining one of our scrutiny groups.

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.

### **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 Q1. This included:

- Free education courses for Lawley residents
- Showcasing the role of an estate officer in Lawley

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.

### **7. Financial impact**

All PR and communications activities have been costed for 2026 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.

### **8. Value for Money Impact**

The delivery of communications uses existing resources.

### **9. Risk and Assurance Impact**

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

### **10. 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

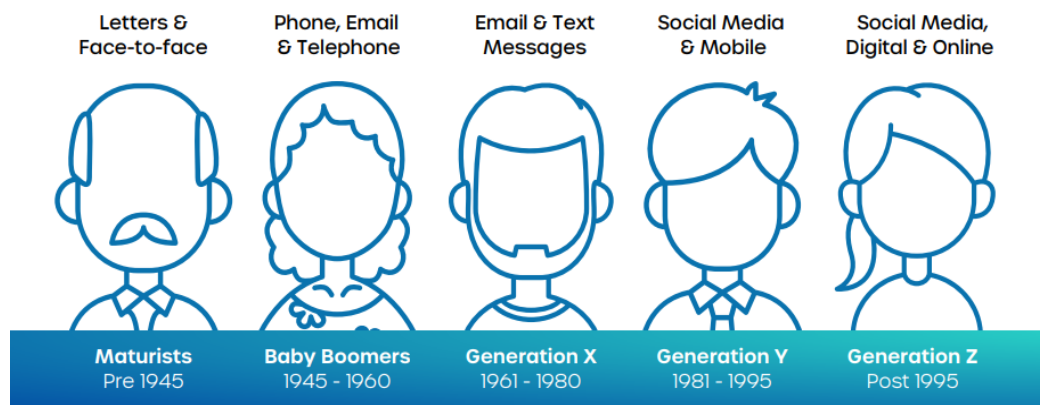
## 11. Equality, Equity, Diversity & Inclusion Impact

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.



## 12. Customer Voice and Impact

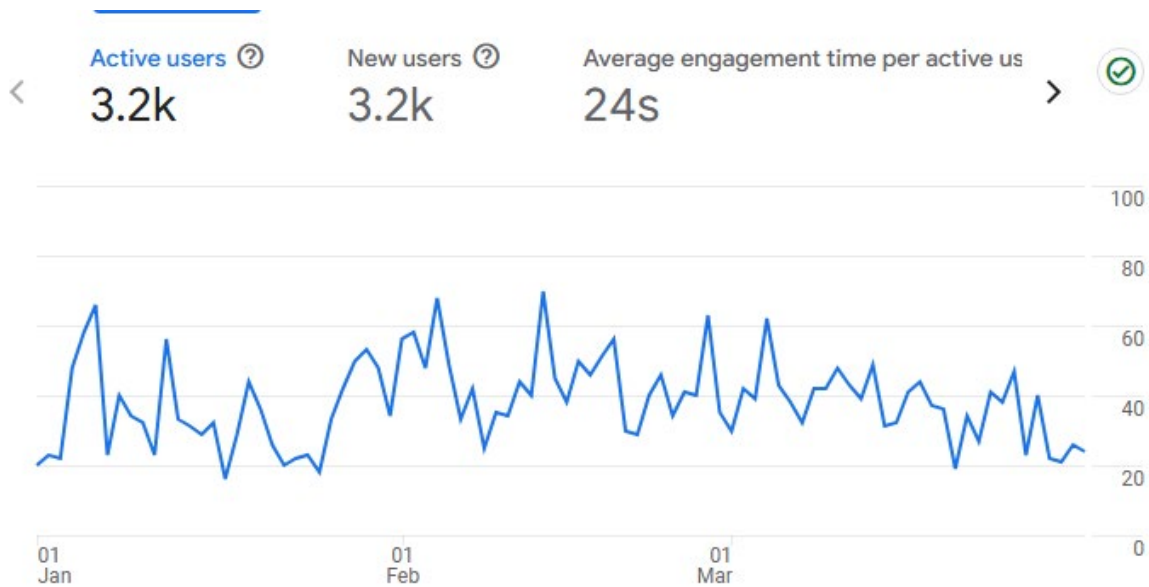
The report details the breath of communications and various methods used in Lawley and analyses the customer voice heard through these methods. This is achieved through website analysis and social media feedback. Providing timely and effective communications relating to Estates & Stewardship services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

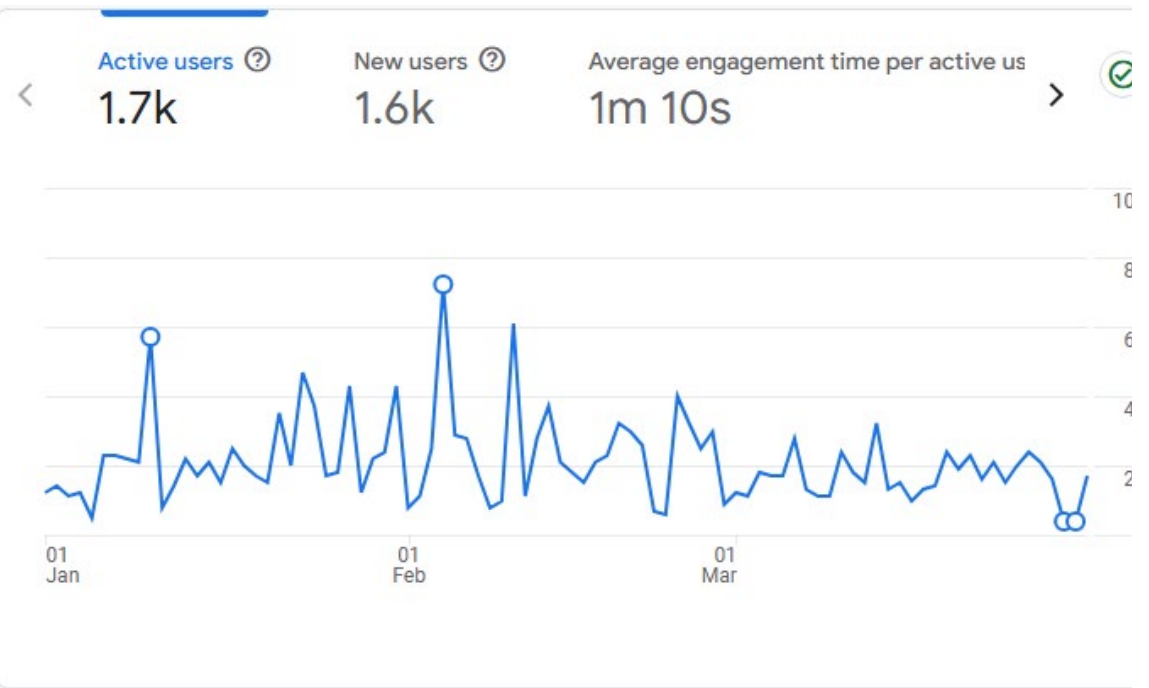
### Website - Users

The graph illustrates the number of active users, during Q1 2026. Overall usage shows a significant increase compared with the same quarter of 2025 (3.2k v 1.7k). Aside from the home page, the events section remains the most frequently visited area, highlighting continued strong interest in the organisation's events and activities.

### Website - Q1 2026



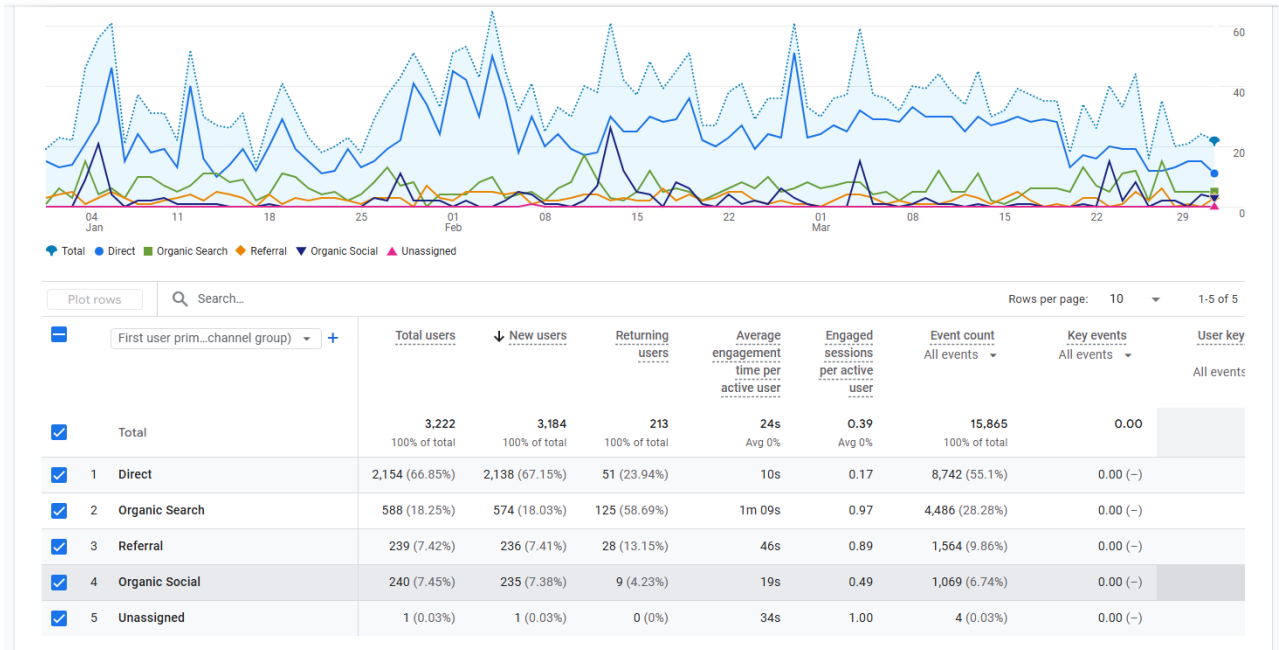
### Website - Q1 2025



## User acquisition

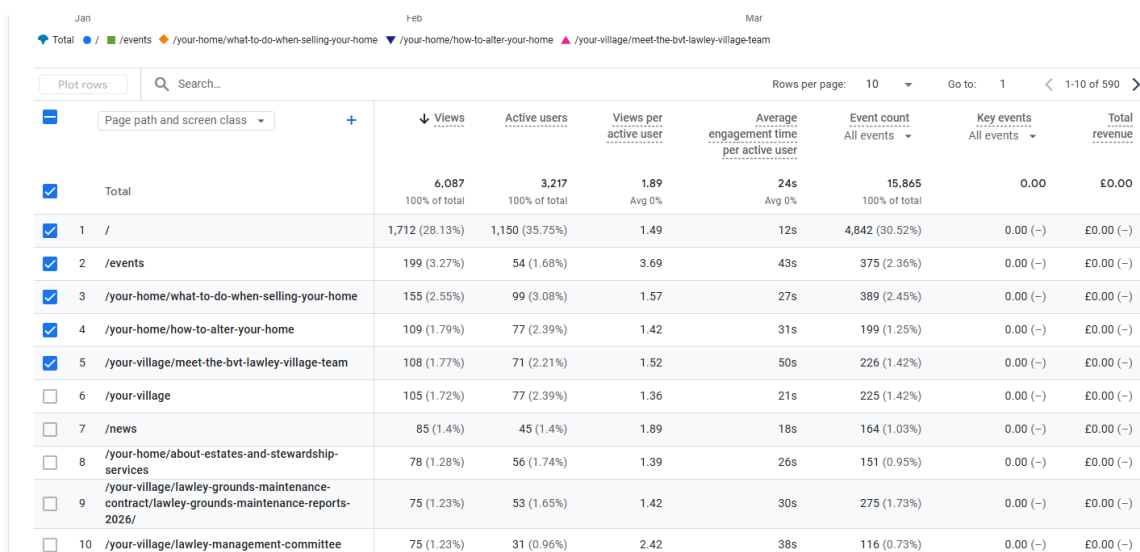
This graph shows how users found the website; it is broken down into:

- Organic search - unpaid listings on search engines e.g. a resident will search for the topic they are interested in
- Organic social - click throughs via social media
- Referral - via another source e.g. website
- Direct – go directly to the URL



## Page views

The graph below shows the top 10 most visited pages during the first quarter of 2026. Residents continue to log on to see event news and, in this quarter, clicked on meet the BVT team which includes the estate officer videos.

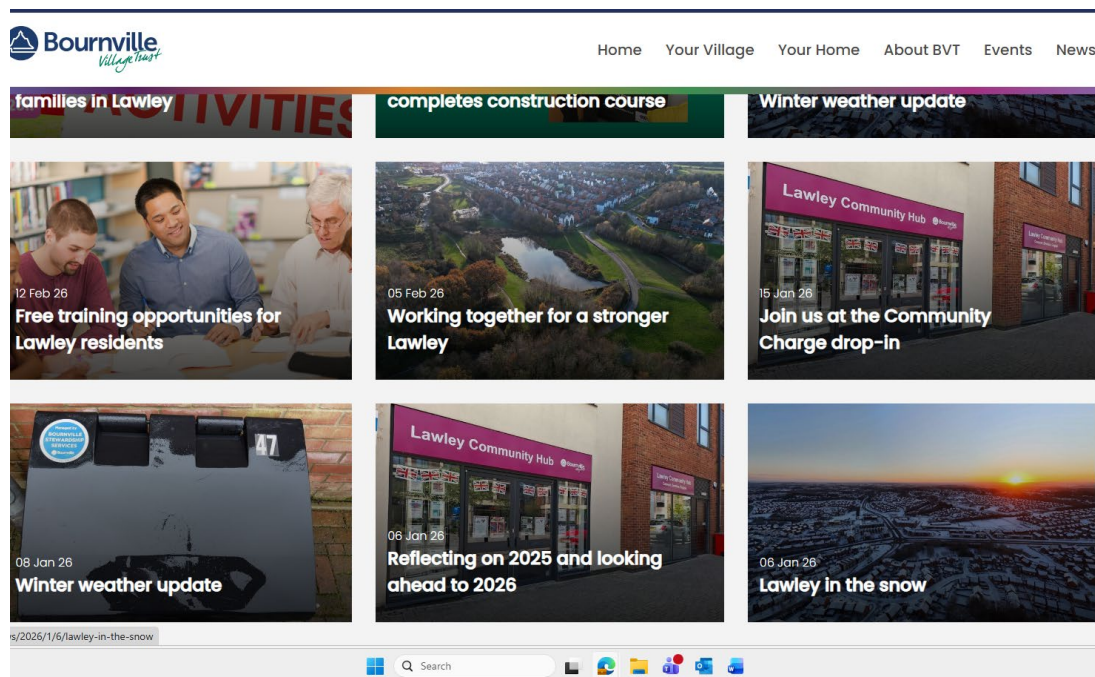


## News posts

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 Q1, 11 news stories were published:

- Lawley in the snow
- Reflecting on 2025 and looking ahead to 2026
- Winter weather update
- Join us at the Community Charge drop-in
- Working together for a stronger Lawley
- Free training opportunities for Lawley residents
- Winter weather update
- Celebrating success: Niles completes construction course
- Free Easter holiday activities for families in Lawley
- Date for your diary – Summerfest 2026
- Have your voice heard: join a BVT scrutiny group



## Events

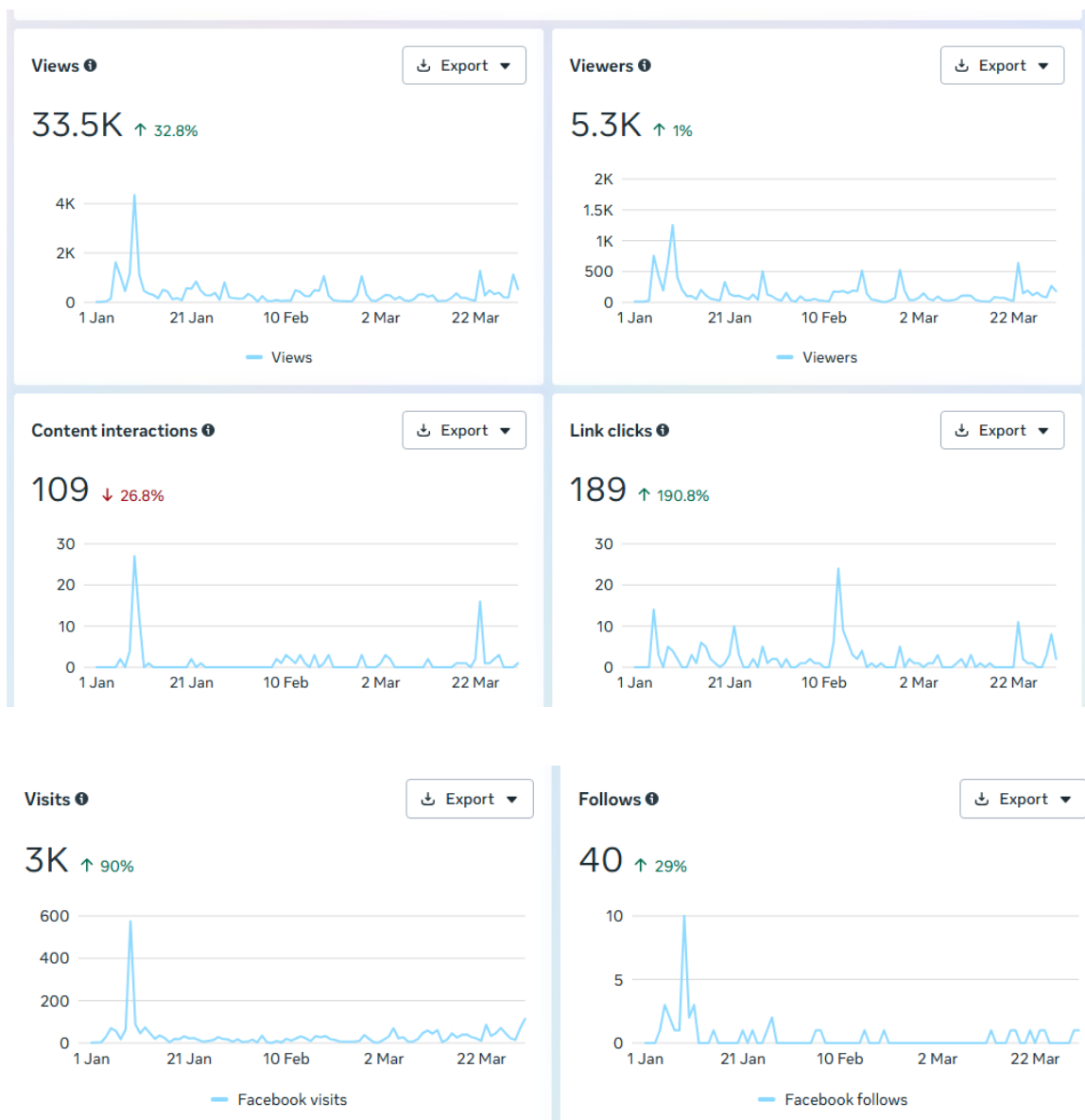
Events have been published for the year. In Q1 of 2026 the following were published and took place:

- 1 x Community charge drop-in session
- 6 x Estate date
- 2 x Bereavement group
- 1 x Lawley Communications Forum
- 1 x Community coffee morning (cancelled)
- 2 x Armed forces drop-in session
- 3 x BVT tenant surgery

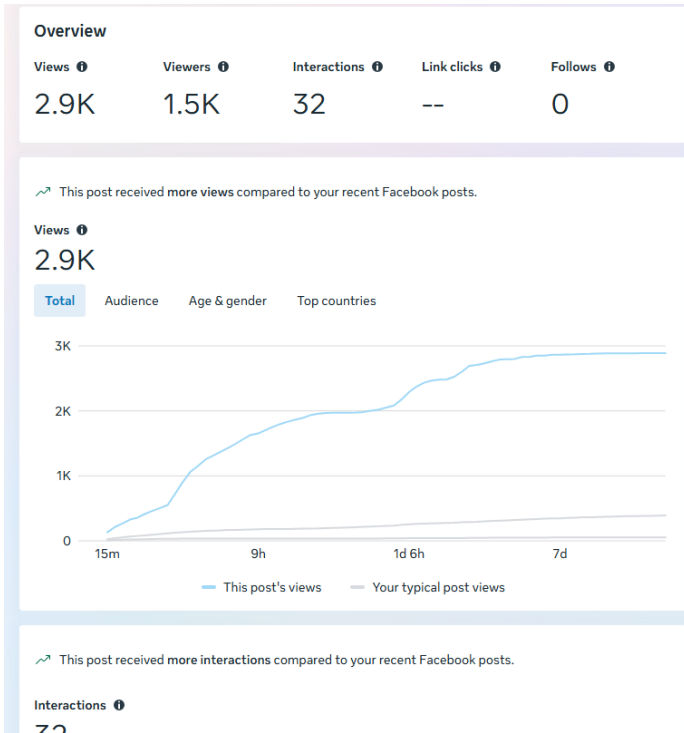
- 2 x family hub drop in
- 1 x Lawley Management Committee meeting
- 2 x CAB
- 1 x Free family hub weaning event
- 1 x Easter trail
- 

## Social media

Facebook analytics compare results with the previous quarter eg. Below compares Q4 of 2025 to Q1 of 2026. The majority show increases, with a big increase in those clicking on links included. There were also 40 new followers on our page showing that Facebook remains a platform to engage with residents.



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.



### Feed preview

**BVT in Lawley Village**  
Published by Donna Charway · 9 January · 🌐

UPDATE - following our post yesterday, due to the weather the delivery of grit hasn't made it today and will now be delivered on Monday. We will refill grit bins as soon as we are able too from Monday, please note if you have grit available, make sure the snow is cleared before spreading.

If one of our grit bins need refilling, please email lawlestewardship@bvt.org.uk with the details (please refer to yesterday's video).

**Boost**

👍 6 💬 24 ➦ 2 🇧🇪 🇩🇪 🇬🇧

Most relevant ▾

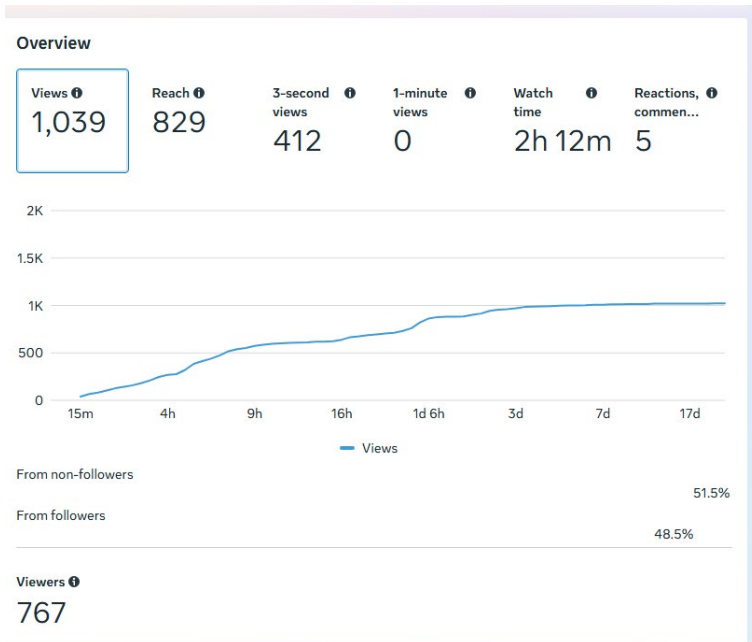
Comment as BVT in Lawl... 🗨️ 🇧🇪 🇩🇪 🇬🇧

**Holly Louise Smith**  
Please can we have a grit bin on the Thornberry Hill estate across from Morrisons. We've had to start digging stuck cars out f... [See more](#)

13w Like Reply Hide Edited

BVT in Lawley Village replied · 1 reply

Tan Lou



### Feed preview

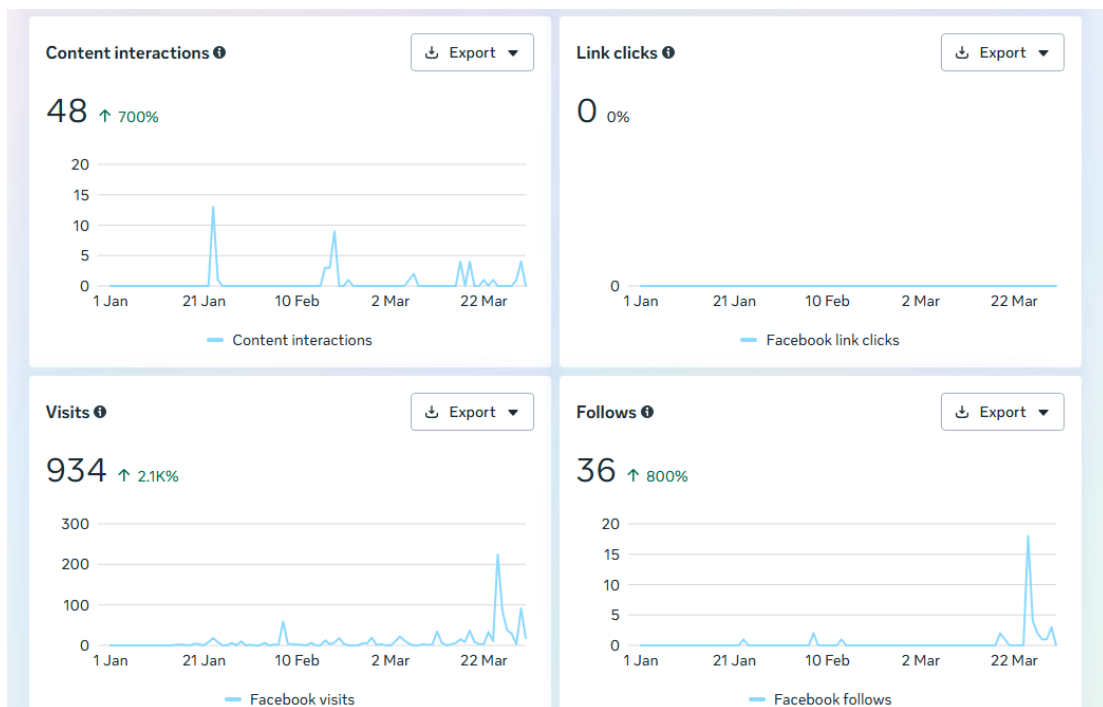
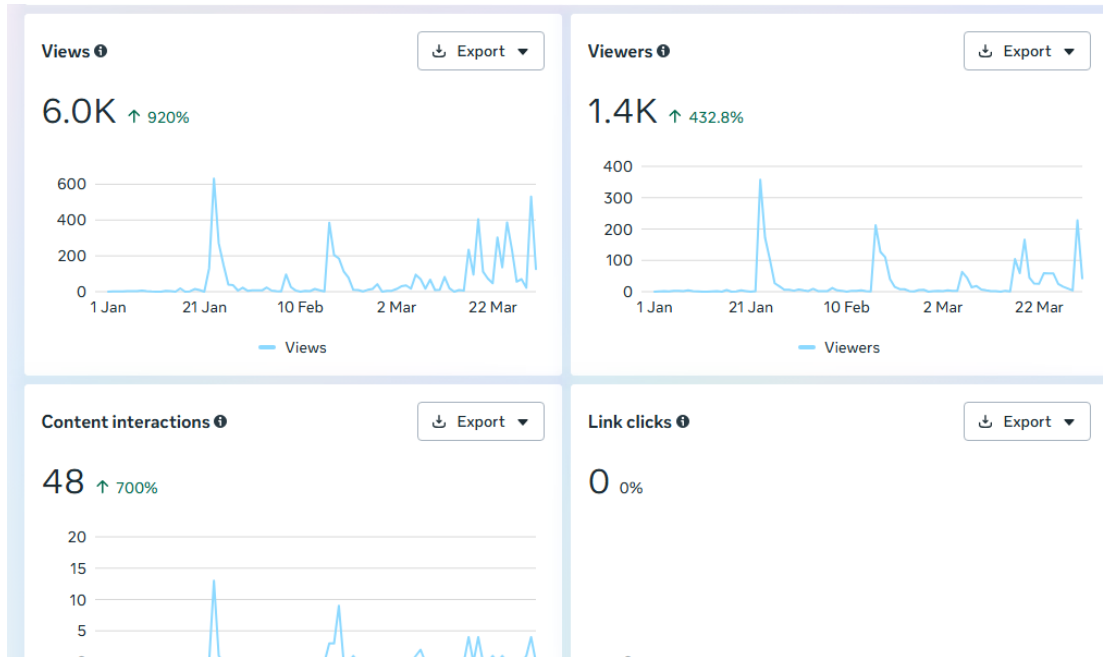
**BVT in Lawley Village**  
Published by Donna Charway · 8 January · 🌐

Winter Weather Update 🌨️... [See more](#)

**Boost**

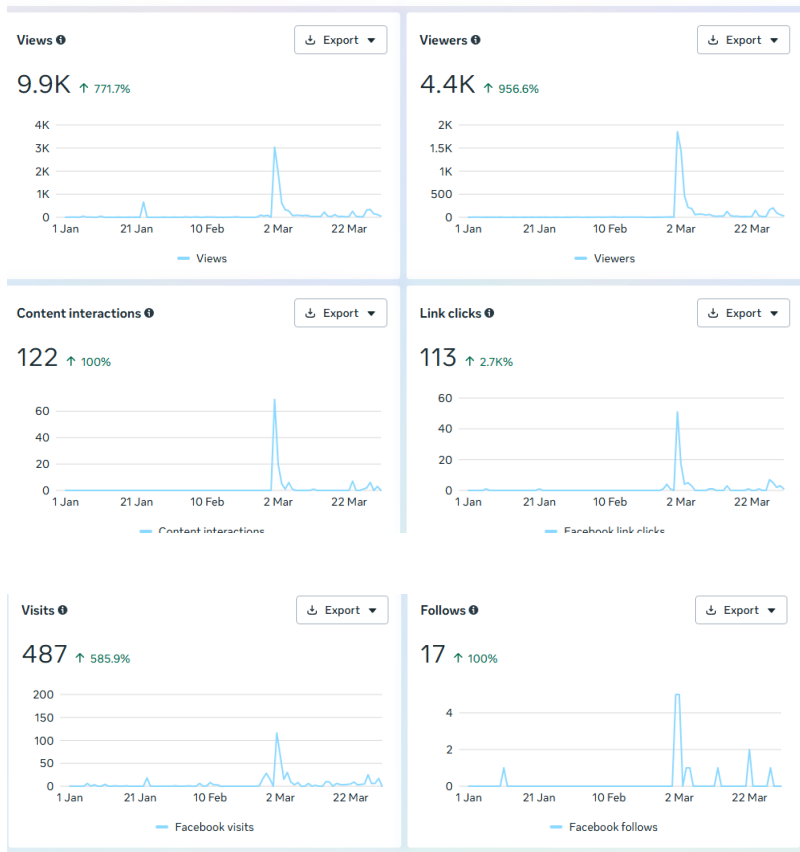
## Summerfest Facebook page

Due to the timing of the event, no posting took place in the last quarter of 2025 for Summerfest. The 2026 event was launched in Q1 and as shown there has been positive engagement.



## Lawley 5K fun run Facebook page

The final quarter of 2025 saw the results and thank you for the event. In Q1 of 2026, this year's event was launched. The results show the continued interest in the event and engagement.



## Online newsletter

Many articles refer to communities across Birmingham and Telford but those below are specific to Lawley.

**Across Birmingham and Telford, we continue to listen to your feedback and improve our services in response.**

**Birmingham**  
**You said:** 'I enquired about the ownership of a piece of land but didn't get a response to my enquiry.'  
**We did:** As part of our new Customer Service Offer, we have introduced stringent monitoring of our contact management system. This makes sure we resolve enquiries within five working days or, if this is not possible, provide an update on progress within this time.

**You said:** 'You cut down trees near my home without letting me know in advance.'  
**We did:** We have made sure our staff are clear on circumstances when customers should be consulted before work is carried out.

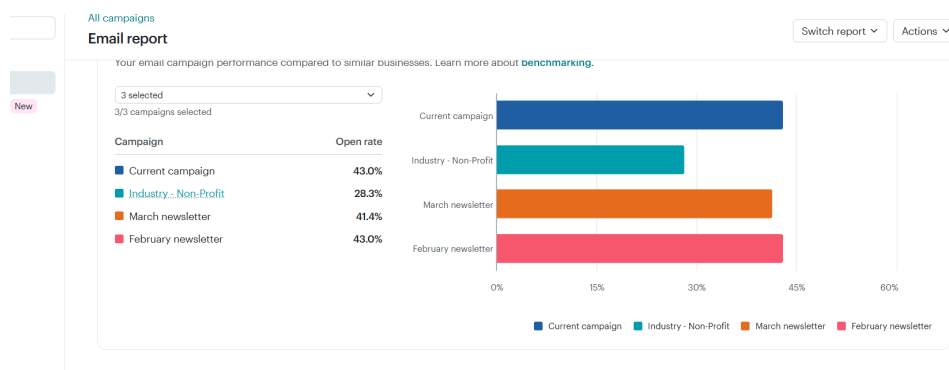
**Lawley**  
**You said:** 'I asked about some rubbish on land near to where I live but you don't manage the land, and it needs to be removed.'  
**We did:** We contacted the local authority on the customer's behalf and they removed the rubbish. We let residents know that we're happy to act on their behalf if an issue isn't within our area of responsibility.



There's always something happening in our communities! From events and activities to local support groups, stay connected by checking our websites and social media channels.

**Lawley – Armed Forces Get-Together**  
 Serving personnel, veterans and their families are welcome for free tea, toast and friendly chat at Lawley Community Club. Meet on a Tuesday, Wednesday for a chat and refresh.

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



# Appendix B

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

### Five minutes with... Mike Cunneen

Mike Cunneen recently joined us as Estates and Stewardship Manager in Lawley. We caught up with him to find out how he's settling into the role, what motivates him, and who he'd swap roles with given the chance.

#### What part of your role do you enjoy the most and why?

As I'm relatively new in the role, I'm really enjoying getting to know the breadth of the estates and stewardship services provided in Lawley and understanding how we support residents day to day.

#### Which BVT value means the most to you and why?

Partnership means the most to me. It allows people to bring their individual skills and experiences together to deliver the best possible service. A great example was during the recent bad weather in Lawley, when estate officers, caretakers, our external grounds maintenance team and I all pulled together to make sure gift bins in our courtyards stayed filled and residents remained safe during the snow.

#### If you could switch your role with anyone else at BVT, whose job would you pick and why?

I'd join the team of carpenters to pick up some new skills I could use at home. Our chipples, spankies and bricks are worth their weight in gold! In fact the nickname 'chippies' dates to the 18th century and was commonly used in the Royal Navy for ship carpenters, thanks to the constant stream of wood chips they produced.

#### If you were put in charge of the country for a day, what are the first three things you would do and why?

As we have one of the lowest numbers of bank holidays in the world, I'd increase them by an extra couple of days. I would also introduce a ban on social media for under 16s to protect the younger generation, which, judging from the media, already looks to be a possibility. Lastly, I'd also introduce a three-day weekend to give people a better work-life balance.

#### What would people be surprised to know about you?

I'm a big film geek and watch the Oscars every year without fail. I used to stay up to watch them live, but these days sleep wins so I catch up the next day.

#### What was the last film or TV series you watched and did you enjoy it?

I love crime dramas and recently finished Hit and Hers on Netflix. It's a twisty detective series and one I'd fully recommend.



### From tree planting to gritting - Grounds Maintenance team round-up

Around 80 trees are being planted across Birmingham and Telford neighbourhoods this winter as part of our work to make sure our estates are well-managed, green and sustainable.

The trees, being planted by our Grounds Maintenance team, include five species of Oak, four of Cherry, some Beech, Birch and Chestnut and some more unusual trees such as Acacia, Forsythia, Mulberry and a range of fruit trees.

They are being planted to replace trees that have had to be removed because they were dead, dying or dangerous in the last year. Trees will be planted at Rowheath Pavilion Park, Bourneville Green, Grayles Park, Woolley Hill Parks and a number of other open spaces.

Neil Towle, Head of Grounds Maintenance Services, said: "It's a pleasure to be able to support our Estates department with this year's tree planting, and continuing the organisation's commitment to keeping neighbourhoods green, safe and well maintained."

"One of the ways we do this is making sure we replace any trees that have had to be removed or have been lost due to natural causes, such as storm damage. We primarily aim to plant native tree species that are suitable for the areas they are planted in, but also include a small selection of specimen varieties to support species diversity, climate and sustainability and amenity value."

Our Grounds Maintenance team have also been busy this winter delivering snow to snow services in our residential blocks and

To understand more about our ground's maintenance winter programme, please go to our:

Residential blocks and schemes page: <https://www.bvt.org.uk/your-home/residential/blocks-and-schemes/>

Estates and Stewardship page: <https://www.bvt.org.uk/your-neighbourhood/managing-your-neighbourhood-estates-and-stewardship/>

The start of the year brought plenty of challenges due to the snow and ice. There was great partnership working across teams to make sure residents were kept informed and safe.

In Birmingham, Lawley and Lightmoor Villages, our Estates and Stewardship, Grounds Maintenance, Maintenance Services, Customer Services and PR & Communications teams worked together to make sure residents were kept up to date on our social media and website. A big shout out to all colleagues who helped to respond to resident's requests regarding filling grit bins.



The Estate Officer role at Lawley is diverse and community focused. In the videos below, Estate Officers Nic and Jude explain the many aspects of their work, which includes supporting residents and making sure Lawley is maintained in line with the TPI/tenancy agreement signed by all residents.

If you have a question or concern, you can arrange an appointment with Nic or Jude at a time that suits you - including evenings and weekends (email [lawley@bvt.org.uk](mailto:lawley@bvt.org.uk)) - or visit the Lawley Community Hub during its opening hours.

- Introducing the Estate Officers +
- Absentees +
- Estimate Inspections +

News 26 Feb 2026

## Showcasing the role of an estate officer in Lawley

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News 17 Feb 2026

## Free education courses for Lawley residents

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### Lawley Management Committee Plan 2026

Date	Meeting	Item No.	Topic	Lead	Outcome
<b>3rd February 2026</b>	<b>Quarterly LMC Meeting</b>				
		1.	Introductions And Apologies	Chair	<b>Completed</b>
		2.	Declarations Of Interest	Chair	<b>None Received</b>
		3.	Minutes	Chair	<b>Approved</b>
		4.	Matters Arising/Outstanding Actions	Chair	<b>Completed</b>
<b>Items for Decision</b>					
		5.	None		
<b>Items for Discussion</b>					
		6.	Quarterly Financial Report	Estates & Stewardship Manager	<b>Noted</b>
		7.	Estates And Stewardship Update	Estates and Stewardship Manager	<b>Noted</b>
		8.	Quarterly Performance Report	Estates and Stewardship Manager	<b>Noted</b>
		9.	Community Development and Partnership Report	Estates and Stewardship Manager	<b>Noted</b>
		10.	Quarterly Communications Report	Customer Communications Officer	<b>Noted</b>
<b>Items for Noting</b>					
		11.	Meeting Plan 2026	Estates and Stewardship Manager	<b>Noted</b>
		12.	Any Other Business	Chair	<b>Noted</b>
		13.	Dates Of Next Meetings	Chair	<b>Noted</b>

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		14.	Confidential Item		Approved
		15.	Confidential Item		Noted
		16.	Confidential Item		Noted
		17.	Confidential Item		Noted
<b>10<sup>th</sup> March 2026</b>	<b>Working Group Meeting</b>				
		1.	Risk Register	Head of Estates and Stewardship	Reviewed
		2.	Lawley Developer Group Update	Head of Estates and Stewardship	Updated
		3.	Review of Elections Timetable – Communications Plan	Estates and Stewardship Manager	Reviewed
		4.	Review of Terms of Reference	Head of Estates and Stewardship	Discussed
		5.	Lawley Community Hub Charge Table	Estates and Stewardship Manager	Deferred
		6.	Any Other Business	Chair	Noted
		7.	Dates Of Next Meetings	Chair	Noted
<b>14<sup>th</sup> April 2026</b>	<b>Interim LMC Meeting</b>				
		1.	Introductions And Apologies	Chair	Completed
		2.	Declarations Of Interest	Chair	None
		3.	LMC Elections, Independent Electoral Supplier and Terms of Reference	Head of Governance	Approved
		4.	AOB		None
<b>14<sup>th</sup> April 2026</b>	<b>Working Group Meeting</b>				
		1.	Lawley Community Hub Charge Table	Estates and Stewardship Manager	Reviewed
		2.	Ground Rent	Estates and Stewardship Manager	Discussed

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		3.	Lawley Projects 2026	Estates and Stewardship Manager	<b>Updated</b>
		4.	Risk Register	Head of Estates and Stewardship	<b>Deferred</b>
<b>12<sup>th</sup> May 2026</b>	<b>Quarterly LMC Meeting</b>				
		1.	Introductions And Apologies	Chair	
		2.	Declarations Of Interest	Chair	
		3.	Minutes	Chair	
		4.	Matters Arising/Outstanding Actions	Chair	
<b>Items for Decision</b>					
		5.	Lawley Community Hub Charge Table	Estates and Stewardship Manager	
		6.	M&BG Limited Grounds Maintenance 3 Year Review	Estates and Stewardship Manager	
<b>Items for Discussion</b>					
		7.	Quarterly Financial Report	Head of Estates & Stewardship	
		8.	Estates And Stewardship Update	Estates and Stewardship Manager	
		9.	Quarterly Performance Report	Estates and Stewardship Manager	
		10.	Lawley Projects 2026	Estates and Stewardship Manager	
		11.	Community Development and Partnership Report	Community Development & Partnerships Officer	

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		12.	Quarterly Communications Report	Customer Communications Officer	
<b>Items for Noting</b>					
		13.	Meeting Plan 2026	Estates and Stewardship Manager	
		14.	Any Other Business	Chair	
		15.	Dates Of Next Meetings	Chair	
		16.	Confidential Item		
		17.	Confidential Item		
		18.	Confidential Item		
		19.	Confidential Item		
<b>9<sup>th</sup> June 2026</b>	<b>Working Group Meeting</b>				
		1.	Risk Register	Head of Estates and Stewardship	
		2.	Tree Management Plan	Head of Estates and Stewardship	
		3.			
		4.			
<b>7<sup>th</sup> July 2026</b>	<b>Interim LMC Meeting</b>				
		1.	Introductions And Apologies	Chair	
		2.	Declarations Of Interest	Chair	
		3.	Appointment of the New Committee Members	Head of Governance	
		4.	AOB		
<b>7<sup>th</sup> July 2026</b>	<b>Working Group Meeting</b>				
		1.	Introductions And Apologies	Chair	
		2.	Declarations Of Interest	Chair	
		3.	Approval of New Committee Members	Head of Governance	
		4.	AOB		
<b>1<sup>st</sup> September 2026</b>	<b>Quarterly LMC Meeting</b>				

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		1.	Introductions And Apologies	Chair	
		2.	Declarations Of Interest	Chair	
		3.	Minutes	Chair	
		4.	Matters Arising/Outstanding Actions	Chair	
<b>Items for Decision</b>					
		5.			
<b>Items for Discussion</b>					
		6.	Quarterly Financial Report	Head of Estates & Stewardship	
		7.	Estates and Stewardship Report	Estates and Stewardship Manager	
		8.	Quarterly Performance Report	Estates and Stewardship Manager	
		9.	Community Development and Partnership Report	Community Development & Partnerships Officer	
		10.	Quarterly Communications Report	Customer Communications Officer	
		11.	Tree Management Plan	Head of Estates & Stewardship	
<b>Items for Noting</b>					
		12.	Meeting Plan 2026	Estates and Stewardship Manager	
		13.	Any other business	Chair	
		14.	Dates for next meeting	Chair	
		15.	Confidential meeting - Risk Register	Head of Estates & Stewardship	
		16.	Confidential meeting		
		17.	Confidential meeting		

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		<b>18.</b>	Confidential meeting		
<b>13<sup>th</sup> October 2026</b>	<b>Working Group Meeting</b>				
<b>10<sup>th</sup> November 2026</b>	<b>Quarterly LMC Meeting</b>				
		<b>1.</b>	Introductions And Apologies	Chair	
		<b>2.</b>	Declarations Of Interest	Chair	
		<b>3.</b>	Minutes	Chair	
		<b>4.</b>	Matters Arising/Outstanding Actions	Chair	
<b>Items for Decision</b>					
		<b>5.</b>	Items for Decision		
<b>Items for Discussion</b>					
		<b>6.</b>	Quarterly Financial Report	Head of Estates & Stewardship	
		<b>7.</b>	Estates and Stewardship Report	Estates and Stewardship Manager	
		<b>8.</b>	Quarterly Performance Report	Estates and Stewardship Manager	
		<b>9.</b>	Community Development and Partnership Report	Community Development & Partnerships Officer	
		<b>10.</b>	Quarterly Communications Report	Customer Communications Officer	
<b>Items for Noting</b>					
		<b>11.</b>	Meeting Plan 2025	Estates and Stewardship Manager	

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		12.	Any other business	Chair	
		13.	Dates for next meeting	Chair	
		14.	Confidential meeting		
		15.	Confidential meeting		
		16.	Confidential meeting		
		17.	Confidential meeting		
<b>8<sup>th</sup> December 2026</b>	<b>Working Group Meeting</b>				
		1.	Risk Register	Head of Estates & Stewardship	

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

ITEM	LEAD	Comments