BOURNVILLE VILLAGE TRUST
LAWLEY MANAGEMENT COMMITTEE

Business Meeting of the Lawley Management Committee (LMC)
to be held on Tuesday 1st September 2026 6pm-8pm
at the Lawley Community Hub and Microsoft Teams

A G E N D A

1.	**INTRODUCTIONS AND APOLOGIES**	**JH**	**1800**
2.	**DECLARATIONS OF INTEREST** Members to declare interests with any items specifically on this agenda.	**JH**	**1805**
3.	**MINUTES** To receive and **APPROVE** the Minutes of the meetings held on: • 12th May 2026	**JH**	**1810**
4.	**MATTERS ARISING/OUTSTANDING ACTIONS** To receive updates on outstanding actions from the previous minutes (attached)	**JH**	**1820**
	ITEMS FOR DECISION		
5.	**RISK REGISTER** To receive a report (attached)	**TR**	**1830**
6.	**2025 END OF YEAR ACCOUNTS**	**TR**	**1835**
	ITEMS FOR DISCUSSION		
7.	**QUARTERLY FINANCIAL REPORT** To receive a report for Q2 2026 (attached)	**TR**	**1840**
8.	**ESTATES AND STEWARDSHIP REPORT** To receive a report for Q2 2026 (attached)	**TR**	**1845**
9.	**QUARTERLY PERFORMANCE REPORT** To receive a report for Q2 2026 (attached)	**TR**	**1850**
10.	**PROGRESS ON LAWLEY PROJECTS 2026** To receive a report for Q2 2026 (attached)	**TR**	**1855**
11.	**COMMUNITY DEVELOPMENT & PARTNERSHIPS REPORT** To receive a report for Q2 2026 (attached)	**LP**	**1900**
12.	**COMMUNICATIONS REPORT** To receive a report for Q2 2026 (attached)	**DC**	**1905**

ITEMS FOR NOTING

13.	**MEETING PLAN 2026** To receive a plan of future meetings	**JH**	**1910**
14.	**ANY OTHER BUSINESS** Please discuss AOB items with the Chair before the meeting	**JH**	**1915**
15.	**DATE OF NEXT MEETINGS**	**JH**	**1920**

WORKING GROUP MEETING
13th October 2026
8th December 2026

FORMAL MEETING
10th November 2026

OPEN MEETING CLOSES

Minutes of the Lawley Management Committee
Meeting held at Lawley Community Hub and online via Microsoft Teams on 12th May 2026 at 06:00pm

	PRESENT: James Haldron (JH) – Chair Matt Gabbitas (MG) – Vice Chair Arthur Tsang (AT) Kate Ballinger (KB) Emily Bryan (EB) Grant Williams (GW)	
	IN ATTENDANCE: Tracey Rowe (TR) - Head of Estates & Stewardship Mike Cunneen (MC) - Estates & Stewardship Manager Lin Powell (LP) – Community Development & Partnerships Officer Shannon Reynolds (SR) – Minute Taker Donna Charway (DC) – Online Meeting Facilitator Hannah Pryce (HP) - Company Secretary Maryam Ali (MA) - Community Voice Officer	
	OBSERVERS This is a public meeting; those joining can observe and interact with DC only. Jude Ayling-Whitehouse (JAW) – Estates Officer	
23/26	**INTRODUCTIONS & APOLOGIES** <u>Introductions:</u> Maryam Ali (MA) - Community Voice Officer <u>Apologies:</u> Cllr Luke Lewis (LL) Ian Springle (IS) Garf Parker (GP) Pete Richmond (PR) Mark Darlington (MD) <u>Absent:</u>	
24/26	**DECLARATIONS OF INTEREST** None raised. Committee **NOTED** there were no declarations.	

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25/26	**MINUTES** JH tabled the minutes of the 3rd February 2026 meeting and asked if there were any comments or amendments. None were raised. Committee **APPROVED** the minutes of the meeting held on the of 3rd February 2026 as a true and accurate reflection.	
26/26	**MATTERS ARISING/OUTSTANDING ACTIONS** MC presented the outstanding actions schedule. MC provided an update on Outstanding Action 09/26 (Eileen Hewer Fund Process) and presented the proposed changes to make grant timing clearer and align claims with the budget year. JH invited the Committee to vote on proposed changes. Committee **APPROVED** the proposed wording changes and that **AGREED** that the procedure could simply be amended without coming back to Committee. Committee **NOTED** the Outstanding Actions Schedule	
	ITEMS FOR DECISION	
27/26	**COMMITTEE EFFECTIVENESS & TERMS OF REFERENCE REVIEW** HP presented the Committee Effectiveness & Terms of Reference Review report. HP provided a summary on feedback from the Committee Effectiveness Review. The review was noted as very positive overall, with strong feedback on meeting arrangements, report timings, teamwork, and relationships with officers. Areas for improvement included simplifying finance reports through a workshop, improving committee diversity through targeted engagement, strengthening onboarding for new members, and enhancing how the committee's impact is shared with residents. JH asked if there were any questions. None were raised. HP presented the draft Terms of Reference including the recommended changes following the review. HP provided an update on the Terms of Reference review. Amendments were made to clarify that the Chair, in consultation with the committee, has the authority to remove members who fail to attend three consecutive meetings without leave of absence. It was noted that behavioural issues would continue to be managed under the Governance, Conduct and Grievance Policy. A suggestion to restrict the attendance of co-opted members from Lawley and Overdale Parish Council (LOPC) was discussed; however, this will remain unchanged for now pending the outcome of ongoing discussions, with the option to review this at a later	

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	stage if required. Further updates were made to the principal functions section to better reflect the purpose of the Committee, improving clarity within the Terms of Reference. TR provided an update following a meeting with the LOPC, noting they are keen to remain involved in the Committee. TR advised that the proposal was that a Lawley Parish Councillor would attend the four business meetings (preferably online), but not working group meetings, and would withdraw for confidential items. This approach aligns with the current Terms of Reference, and Committee agreement was sought on this arrangement. KB supported the proposal and formally proposed that a Lawley Parish Councillor attend the online business meetings, but not working group meetings, noting that increased engagement is positive and that online attendance would improve accessibility. JH asked if there were any questions. None were raised. JH invited Committee to vote on whether to approve the improvement actions for the Committee. GW abstained from the vote, noting that he will not be continuing as a committee member following the elections. Committee **APPROVED** the improvement actions for the Committee. JH invited the Committee to vote on the recommendation to approve the Terms of Reference for submission to the Customer and Neighbourhoods Committee, and on the proposal to approve a Lawley Parish Councillor as a co-opted member to attend the four business meetings online (withdrawing for confidential items) and not be required to attend working group meetings. Committee **APPROVED** the Terms of Reference for submission to the Customer and Neighbourhoods Committee subject to an amendment to reflect the co-opted member from Lawley & Overdale Parish Council will be a Lawley Parish Councillor. The co-opted member will attend the quarterly business meetings online (withdrawing for confidential items) and will not be required to attend working group meetings. HP suggested that the committee effectiveness action plan should be added to the forward agenda plan and reviewed quarterly at business meetings. HP confirmed that she will amend the Terms of Reference to clarify the LOPC co-opted member arrangements. This will be submitted to the Customer and Neighbourhoods Committee in September. AT advised LOPC were going to meet to agree who the Councillor will be that attends the meetings. TR added that the parish council had been asked to consider whether, if the nominated representative could not attend, one of the other Lawley councillors could attend as a deputy instead.	**MC** **HP**

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	HP left the meeting.	
28/26	**LAWLEY COMMUNITY HUB CHARGE TABLE** MC presented the report. Committee briefly discussed the report. It was generally noted that the costs seemed reasonable. KB asked that it be minuted that community groups without funds for room hire can apply to the Eileen Hewer Fund for support. JH invited the Committee to vote on the recommendation set out in the report. Committee unanimously **APPROVED** the recommendation to keep the current pricing schedule for the next 12 months and review it on an annual basis moving forwards.	
29/26	**M&BG LIMITED GROUNDS MAINTENANCE 3 YEAR REVIEW** MC presented the report. KB questioned whether the low number of reported health and safety incidents indicated strong performance or potential under-reporting, and sought clarification on the level of scrutiny in place. MC confirmed that health and safety is a standing agenda item at monthly contract meetings, where incidents are reviewed and contractors are reminded to report all accidents, incidents and near misses promptly. TR added that the new health and safety monitoring approach has been introduced, including at least two monthly spot checks to ensure compliance with agreed risk assessments and method statements. MG requested that additional KPI detail be provided, including response volumes alongside satisfaction percentages to give context. It was also suggested that reporting should include the escalation of issues outside BVT areas, as nearby poorly maintained areas may impact residents' perception of service quality. It was confirmed that issues outside M&BG's remit are reported via a WhatsApp group to BVT officers and escalated to the relevant authority, including the council via FixMyStreet or directly to developers. Resident satisfaction was noted to be monitored through regular surveys, with feedback reviewed, investigated and followed up to clarify issues and identify potential resolutions. KB suggested exploring a more resident-led approach to grounds maintenance, including increasing biodiversity by leaving some areas fallow, and recommended engaging a wider range of residents to gather views and inform how the contract is managed. Committee discussed the balance between promoting biodiversity through reduced maintenance and ensuring certain areas are regularly maintained for safety and functionality, for example maintaining Sustainable Drainage Systems (SuDS) to manage flood risk. The importance of broader resident engagement in shaping grounds	

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	maintenance approaches was highlighted, whilst it was acknowledged that differing resident preferences will always present a challenge. It was noted that residents had previously been involved in the grounds maintenance procurement process and specification development. Future opportunities were highlighted, particularly for the additional non-adoptable public realm, including trialling more innovative biodiversity initiatives in suitable areas and re-establishing resident "green groups" to support greater engagement in shaping the management of green open spaces. JH asked if there were any questions. None were raised. JH invited the Committee to vote on the recommendation set out in the report. Committee **APPROVED** the two-year extension of the grounds maintenance contract with M&BG, with a request for additional assurance on health and safety and improved clarity and level of detail in KPI reporting. AT left the meeting.	**MC**
	<u>ITEMS FOR DISCUSSION</u>	
30/26	**QUARTERLY FINANCIAL REPORT** MC presented the report. JH asked if there were any comments or questions. None were raised. Committee **NOTED** the contents of the report.	
31/26	**ESTATES AND STEWARDSHIP REPORT** MC presented the report. Committee discussed concerns around the prevalence of moss on properties and communal areas, noting seasonal factors and differences in management methods. It was clarified that M&BG are responsible for treating moss in communal areas, while residents maintain areas within their own property boundaries. The impact of parked vehicles on treatment access was also highlighted, and it was suggested that guidance could be shared with residents on effective maintenance approaches. TR informed the Committee that the upcoming LMC election will be contested, with sufficient nominations received to proceed to a vote. JH asked if there were any comments or questions. None were raised Committee **NOTED** the contents of the report.	
32/26	**QUARTERLY PERFORMANCE REPORT**	

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	MC summarised the report. MG raised a query concerning a significant year-on-year increase in households in arrears, noting inconsistencies with other financial data and questioning whether this reflected a reporting error. It was suggested that the figure was likely a typo, although this would need to be checked. It was agreed that the data would be reviewed and clarified, with the report updated as necessary, including revised RAG status and supporting commentary if the figure is confirmed as correct, and a further update sent to Committee via email. MG indicated that further detail on breaches could be included in the report, particularly to clarify the status of unresolved cases and whether some are being monitored without immediate resolution (e.g. addressed at point of sale), and suggested that the Committee should have visibility of such cases. JH asked if there were any comments or questions. None were raised Committee **NOTED** the contents of the report.	**MC**
33/26	**PROGRESS ON LAWLEY PROJECTS 2026** MC presented the report. JH asked if there were any comments or questions. None were raised. Committee **NOTED** the contents of the report.	
34/26	**COMMUNITY DEVELOPMENT AND PARTNERSHIP REPORT** LP presented the report. Committee discussed the introduction of fruit trees and raised considerations around encouraging residents to pick and use the produce, while managing potential health and safety risks such as falling from height and pests. It was agreed that appropriate signage and guidance would be required, alongside exploring options for organised fruit picking, including partnerships with charities or community use, to ensure produce is utilised and not left to decay. Additional engagement opportunities with schools and local initiatives were also noted. JH asked if there were any comments or questions. None were raised. Committee **NOTED** the contents of the report.	
35/26	**COMMUNICATIONS REPORT** DC presented the report. JH asked if there were any comments or questions. None were raised. Committee **NOTED** the contents of the report.	

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	ITEMS FOR NOTING	
36/26	**MEETING PLAN 2026** JH tabled the 2026 Meeting Plan. The date of the final meeting of the current Committee was queried and confirmed as 1st September. Committee **NOTED** the meeting plan.	
37/26	**ANY OTHER BUSINESS** LP provided an update on the rollout of small grants following recent process changes, noting that three initial applications had been received to support charity fundraising. LP noted that the process is working well, with plans to develop case studies and share outcomes to further promote the grant.	
38/26	**DATE OF NEXT MEETING** <u>Formal meetings</u> 7th July 2026 (Interim Business Meeting) 1st September 2026 10th November 2026 <u>Working Group meetings</u> 9th June 2026 7th July 2026 13th October 2026 8th December 2026 Committee **NOTED** the date of the next meeting.	
	The meeting closed at 19:22pm	
	……. Chair ……. Date ……. Secretary ……. Date	

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LMC Outstanding Actions

MIN	TOPIC	ACTION	Action Owner	PROGRESS
ACTIONS FROM WORKING GROUP 9th June 2026				
A07/26	**Risk Register**	TR will make the updates to the risk register that were discussed in the Working Group and bring to the Committee for approval in September's formal business meeting.	**TR**	**Agenda Item 5 – Meeting 1st September 2026**
A08/26	**Tree Management Plan**	SR will add the policy and the Powerpoint presentation under the reading library on Team Engine for the Group to review	**SR**	**Update on 25/08/26 - In progress – The presentation will be uploaded on to Team Engine. When the policy is next being reviewed, we will include the wording around responsibilities on trees not on BVT land. However, in the meantime, the information is on the main BVT website and a link will be added to the BVT Lawley website.**
A09/26	**Tree Management Plan**	MC will check that the Tree Management Policy is on the BVT Lawley microsite.	**MC**	**Update from MC on 24/08/26 – When the policy is next being reviewed, we will include the wording around responsibilities on trees not on BVT land. However, in the meantime, the information is on the main BVT website and a link will be added to the BVT Lawley website.**
ACTIONS FROM LMC 12th May 2026				

32/26	**Arrears KPI Data Review**	MC to review and verify the arrears data, correct and update the report as required (including RAG status and commentary), and provide a follow-up update to the Committee.	**MC**	**Update from MC on 24/08/26 - Completed – The report was updated and the amended version of the report was sent to committee members via email on 13/05/26.**
29/26	**M&BG KPI Report Detail and Health & Safety Assurance**	MC to improve clarity and level of detail in KPI reporting by including response volumes alongside satisfaction percentages and outlining escalation of issues outside BVT areas. MC to provide additional health and safety assurance.	**MC** **MC**	**Update from MC on 24/08/26 – Completed - This process is ongoing, the Estate Officers review the feedback each month, contact the residents who wish to be contacted to discuss the comments further and put actions in place. If there are comments on land not owned by BVT, this will still be picked up and fed back to the developer or to the council by the Estate Officers, for example an issue raised on Fix my Street.** **Update from MC on 24/08/26 – Completed - H&S site safety and welfare audit checks are ongoing and carried out by the Estate Officers on a monthly basis. In addition, health and safety is discussed at monthly, quarterly and annual meetings with M&BG where we discuss any accidents, incidents or near misses that have been reported.**
27/26	**Terms of Reference Amendment**	HP to amend the Terms of Reference to clarify the LOPC co-opted member arrangements.	**HP**	**Update from MC on 25/08/26 – waiting for an update from HP on this action.**

27/26	**Quarterly review of committee effectiveness plan**	MC to add committee effectiveness action plan to the forward agenda plan for quarterly review at business meetings.	**MC**	**Update from MC on 24/08/26 – Completed - This has been added on to the meeting planner.**
ACTIONS FROM LMC 3rd February 2026				
09/26	**Eileen Hewer Fund Process Amendment**	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.	**MC**	To provide a verbal update at the meeting on the 12th May 2026. **Update from MC on 24/08/26 – Completed – the updates were discussed by LP during the meeting on 12/05/26.**
03/26	**Correction to meeting minutes**	SR to amend the meeting notes to ensure the comment recorded under AOB is attributed to the correct individual.	**SR**	**Complete**
ACTIONS FROM LMC 15th November 2025				
063/25	**Comms on Community Charge Financial Assistance Decision**	TR to ask DC to look at how the decision not to adopt the financial assistance scheme could be made public.	**MC**	To provide a verbal update at meeting 03.02.26 **Complete**
058/25	**BVT Email Access**	SR to work with KB and GW to enable access to their Lawley Management Committee emails.	**SR**	**Complete**
ACTIONS FROM LMC 16th September 2025				
048/25	**Meeting Plan Amendment**	SR to amend a typo in the meeting plan (date listed as 19th September instead of 16th).	**SR**	**Complete**
045/25	**Publishing Performance Data**	To be added to the list for further exploration next year: exploring options to publish performance data online, including	**MC**	Good progress has been made to this piece of work. The Stewardship Support Officer is in the final stages of completing

		exploring whether retrospective applications and their outcomes could be publicly disclosed.		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. **Update from MC on 24/08/26 – In progress - SR has drafted the report and has presented two versions (1 as a monthly report, the other as a quarterly report). Committee members were sent the monthly version to provide comments on. Some committee members provided feedback which SR took into account. MC has sent TR both versions before discussing and agreeing with committee members which version to start publishing on the website.**
043/25	**Fence Replacement Approach**	Team to review the work and confirm the approach for fence repairs/replacements	**TR/NF**	Discussed in Estates & Stewardship Report, Item 9 of 15th Nov Meeting**. Complete**
ACTIONS FROM WORKING GROUP 24th June 2025				
A05/25	**Lawley Community Hub Charge Table**	NF to submit a proposal to keep the LCH charge table the same for a further year to September 16th 2025 business meeting.	**MC**	A report will be presented to Committee on the 12th May 2026. **Update from MC on 24/08/26 – Completed – the report was presented and approved by the Committee members on 12/05/26.**
A04/25	**EHF Informal Working Groups**	LP to form informal groups to look into details of any future proposals.	**LP**	Draft procedure to be presented at October 2025 working group with a view to paper for approval at the November 2025 Business meeting. To incorporate A009/23

				Procedure being presented at item 6 of 15th November meeting. **Complete**
ACTIONS FROM LMC 13th May 2025				
26/25	**Recording Resident Enquiry Types**	NF agreed to consider how this could be implemented meaningfully.	**NF**	Deferred to November 2025 Current systems are not capable of doing this in a way that would provide useful information in an efficient way. To be kept under consideration as and when systems are updated. **Complete**
24/25	**Wear & Tear Fund compared to Arcadis Report**	AT to update committee on the Wear & Tear Fund's tracked progress against the previous Arcadis report and the timing of the next report.	**AT**	Update on Wear and Tear fund to be presented to LMC at their meeting 16th September by Pete Richmond – confidential item. Full 5 year review to be carried out in 2026. **Complete**
ACTIONS FROM LMC 4th February 2025				
007/25	**Risk Register**	Lawley Risk register to be reported on at the next meeting for new committee members.	**TR**	Scheduled for the working group meeting 2nd September. Deferred to October 2025 working group meeting due to running out of time at the 2nd September meeting. Added to meeting planner. Deferred to Q1 2026 Agenda item 5 – meeting 01.09.26 **Complete**
ACTIONS FROM LMC 9th November 2024				

063/24	**Financial Support Fund**	TR advised that Officers would review the proposal to put aside a support fund and the proposal to hold a consultation and present a report at the February committee meeting.	**TR/NF**	Update 04/02/25 – Deferred to 24th June 2025 Presented finding at working group meeting 2nd September 2025. General agreement not to proceed – require formal report to next committee. **Complete**, see agenda item 7 of meeting 15.11.25

Lawley Management Committee	
Date	**1st September 2026**
Item 5	**Operational Risk & Assurance Register (2026/Q2)**
Author	**Tracey Rowe**
Contact Details	**traceyrowe@bvt.org.uk 0121 667 1153**

1. Purpose of Report

To present the revised Quarter 2, 2026 Operational Risk and Assurance Register and Dashboard for Lawley Estates and Stewardship, explain the changes made following a full review of the risks, controls and assurance arrangements and seek the Committee's approval of both the revised register and the proposed future reporting frequency.

2. Recommendation/s

- The Committee is asked to **DISCUSS** and **APPROVE** the revised Operational Risk and Assurance Register and Dashboard attached at Appendix 1.
- To **NOTE** the changes to the post-control risk scores and the reasons set out in this report.
- To **APPROVE** the proposal that a full risk and assurance report is presented at least annually, covering the preceding 12 months, with an additional report between annual reviews only where there is a significant change requiring a risk to be added, removed or materially updated.

3. Link to Strategic Aims, Objectives and Values

Effective risk management supports delivery of BVT's strategic objectives by identifying matters that could prevent the Estates and Stewardship Service from delivering safe, well-managed and distinctive places, good-quality services and effective stewardship of community assets. It also supports transparent decision-making, clear accountability and responsible use of Community Charge income.

The risks in the register are particularly relevant to place-shaping, maintaining the appearance and amenity of Lawley Village, managing public-realm and tree assets, meeting the requirements of the Long-Term Stewardship Agreement (LTSA) and providing services that are responsive to residents and financially sustainable.

The revised controls and assurance evidence demonstrate a stronger and more mature operating framework. The remaining higher risks relate principally to matters that depend on agreement or action by the Developer Group, including the additional Non-Adoptable Public Realm (NAPR) commuted sum and approval of budgets.

4. Financial Impact

The majority of the controls and further actions in the register can be managed within existing budget allocations. Community Charge income is monitored monthly by the Estates and Stewardship Manager and the Income Team and annual collection performance is now above the 98% target, providing greater assurance over the funding available for service delivery and future infrastructure obligations.

The principal unresolved financial exposure remains the commuted sum for the additional NAPR. The £900,000 sum agreed in 2023 remains on the table, but completion has been delayed by changes in personnel within the Developer Group. The matter is again being progressed through the Long-Term Stewardship Group.

Legal advice obtained in relation to Design Guide breaches has been limited, manageable and contained within existing budgets.

5. Value for Money Impact

The revised register supports value for money by directing management attention and resources to the areas of greatest residual risk. The grounds maintenance procurement was completed in January 2024 and contract performance is subject to ongoing monitoring and has been extended by a further 2 years. Service standards, policies and procedures provide a clearer basis for assessing quality, consistency and cost.

The risk-based tree inspection regime also supports value for money by matching the frequency of independent inspections to the risk and location of each tree, while ensuring that remedial works are identified, prioritised and monitored. Continued monitoring of Community Charge income, contract performance, legal expenditure and LTSA obligations will help ensure resources remain aligned with agreed service outcomes and resident priorities.

6. Risk and Assurance Impact

This report directly addresses the Committee's operational risk and assurance responsibilities. The review considered the continuing relevance of each risk, the effectiveness of key controls, first, second and third-line assurance, completion of previous mitigating actions, current performance information, and whether the post-control score remains proportionate.

Four of the six post-control scores have reduced since the register was last presented to Committee, reflecting completed service improvements and stronger evidence of effective controls. Two scores remain unchanged because the underlying exposure has not materially altered. Risks 2 and 5 continue to require active oversight because their resolution is dependent in part on Developer Group agreement and the LTSA governance process.

7. Relevant Legislation and Regulation Impact

The Regulator of Social Housing's Governance and Financial Viability Standard requires registered providers to maintain effective governance, risk management and internal control arrangements. The revised register supports these requirements by recording risk ownership, controls, assurance sources, mitigating actions and target scores, and by providing a clear route for Committee oversight and challenge.

The tree management controls also support BVT's health and safety and occupiers' liability responsibilities through a documented policy, mapped inventory, risk zoning, competent inspection and a monitored programme of remedial works. The LTSA, Design Guide and associated legal agreements remain important contractual and governance controls for the stewardship of Lawley Village.

8. Equality, Equity, Diversity & Inclusion Impact

No specific adverse equality, equity, diversity or inclusion impact has been identified from approving the revised register. Effective risk management should support fair and consistent service delivery for all residents. Where future mitigating actions involve

changes to services, charges, access arrangements or communications, any potential differential impact on residents with protected characteristics or additional needs will be considered through the appropriate assessment and engagement process.

9. Customer Voice and Impact

The resident-led Lawley Management Committee is a key mechanism for ensuring that customer voice informs oversight of the Estates and Stewardship Service and the use of Community Charge income. Resident and stakeholder consultation, satisfaction information and Committee scrutiny form part of the assurance framework recorded in the register.

Presenting a full report at least annually will improve transparency by enabling the Committee to review the complete risk position, changes over the preceding year and the effectiveness of controls. Exception reporting between annual reviews will ensure that significant matters are brought forward promptly without requiring unchanged information to be presented at every meeting.

10. Report

10.1 Background

The Operational Risk and Assurance Register was last presented to Committee in February 2024, reporting the Quarter 4, 2023 position. Before that meeting, the register had been presented at every Committee meeting. In February 2024, Committee agreed that a further report would be brought forward only where there was a significant change. It has now been over two years since the Committee received a full report. During that period, the register has continued to be managed through the Estates and Stewardship Service's operational and internal oversight arrangements. A full review has now been completed to ensure that the risks, controls, assurance evidence, further actions and scores accurately reflect the current position.

10.2 Review approach

The review considered current performance and monitoring information, completion of the grounds maintenance procurement and wider service review, the strength of staffing, training, policy and procedure arrangements, experience of Design Guide applications, appeals and breaches, progress with LTSA and NAPR negotiations and the maturity of BVT's tree management arrangements. The register has also been updated to distinguish more clearly between key controls, the three lines of assurance and the further action required to reach or maintain the target score.

10.3 Changes to the risks and post-control scores

Risk 1 – Insufficient Community Charge income: the post-control score remains at 2 (green). Grounds maintenance procurement was completed in January 2024, income and arrears are monitored monthly with the Income Team, and annual collection performance is above the 98% target. The existing score therefore remains appropriate.

Risk 2 – Insufficient negotiated commuted sum for the additional NAPR: the post-control score remains at 18 (amber). The £900,000 commuted sum agreed in 2023 remains on the table; however, changes in personnel within the Developer Group have delayed completion. Negotiations have recommenced through the Long Term Stewardship Group, with the next meeting scheduled for September 2026. The score remains unchanged pending formal agreement and completion of the relevant documentation.

Risk 3 – Lack of staff resources leading to reduced standards: the post-control score has reduced from 5 to 2 (green). The Estates and Stewardship Service review, service standards and grounds maintenance procurement have been completed. Annual PPDs, regular management oversight, training and a robust suite of policies and procedures are now established, providing stronger assurance over service resilience and standards.

Risk 4 – Cost of legal advice and lack of Design Guide enforcement: the post-control score has reduced from 16 to 6 (green). The Design Guide was reviewed in 2024 and has continued to be reviewed operationally during 2025 and 2026. There have been very few appeals, no legal enforcement action has been required, and legal advice on a small number of breaches has been manageable within budget. These factors support a material reduction in the residual risk.

Risk 5 – Failure to deliver the requirements of the LTSA: the post-control score has reduced from 12 to 9 (amber). BVT is providing the information required under the agreement and there have been a number of meetings during 2026. Following the Developer Group's decision not to agree the 2026 budget, a template has been agreed for BVT's 2027 budget submission. The score remains at 9 until the submission has been considered by the Long-Term Stewardship Group and the outcome is known.

Risk 6 – Lack of management of tree stock: the post-control score has reduced from 17 to 9 (amber). A robust Tree Management Policy, mapped inventory and risk-zoning approach are in place. Independent arboricultural health and safety inspections are undertaken on a one, two or three year cycle according to risk and location and Committee has received a briefing through its working group. The risk remains under active monitoring because the additional NAPR has not yet transferred and the associated trees have not yet been added to BVT's inventory.

10.4 Overall risk position

The review demonstrates a significant strengthening of the control environment since the register was last reported. Three risks are now green and three remain amber, there are no red post-control risks. The amber risks relate to the unresolved NAPR commuted sum, completion of the LTSA budget process and the continuing need to maintain oversight of tree management, including the future transfer of additional tree stock.

No risks are proposed for removal at this stage. The current six risks remain relevant to the Committee's responsibilities and provide a proportionate overview of the principal operational exposures affecting Lawley Estates and Stewardship.

10.5 Proposed future reporting frequency

While exception reporting has avoided repeatedly presenting an unchanged register, a period of over two years between full reports is too long to provide the Committee with a complete and regular view of the cumulative changes to risks, controls and assurance. It is therefore recommended that a full Operational Risk and Assurance Report and Register is presented to Committee at least once each year, covering the preceding 12 months.

Between annual reviews, an additional report will be presented only where there is a significant change. This would include the need to add or remove a risk, a material change to a risk score, risk cause or consequence, a significant failure or weakening of a key control or assurance source; a major new legal, financial, health and safety or operational exposure or a change requiring Committee approval. Routine monitoring and minor administrative updates will continue through the established management and governance arrangements and will be captured in the next annual report.

10.6 Conclusion

The revised register reflects the current operational risk position and the stronger controls and assurance arrangements now in place. Approval of the register and the proposed reporting cycle will provide the Committee with a proportionate balance between regular full oversight and timely escalation of significant changes.

Operational Risk & Assurance Register – Lawley Estates and Stewardship Q2, 2026

Section 1 - Summary Dashboard

No	Key Risk	Risk Owner	Pre-Control Score	Post-Control Risk Score				Trend	Risk Target Score	Deadline (for longest task)
				Q1	Q2	Q3	Q4			
1	Insufficient level of Community Charge income leading to inability to maintain and replace Trust owned Estate infrastructure	DOC/HoES	14	2	2			⟺	2	Ongoing
2	Insufficient commuted sum negotiated for additional non-adoptable public realm (NAPR)	DOC/HoES	18	18	18			⟺	12	Ongoing
3	Lack of staff resources leading to a reduction in standards of appearance and amenity of Lawley Village	DOC/HoES	21	5	2			⟺	2	Ongoing
4	Cost of Legal advice and Lack of enforcement of Design Guide leading to deterioration of appearance of Village	DOC/HoES	24	16	6			⟺	6	Ongoing
5	Failure to deliver the requirements of the Long Term Stewardship Agreement with the Developer Group	DOC/HoES	24	12	9			⟺	9	Ongoing
6	Lack of Management of Tree stock leading to higher risk of falling trees	DOC/HoES	24	17	9			⟺	6	Ongoing

Section 2 – Operational Risk Register

Risk No	Key Risk	Corporate Plan Link	Risk Cause
1	**Poor Financial Performance**	1- 6	Insufficient level of Community Charge income leading to inability to maintain and replace Trust owned Estate infrastructure
Risk Consequence			
	Increased cost to BVT in delivering services Poor delivery of services/ replacement of infrastructure (need to fund shortfall in income/ services) Reputation damage		

Pre-Control Risk Score	Key Controls	Control Owner	Control Rating	Post Control Risk Score
14	Budget provision and lifecycle planning are in place for the maintenance and replacement of BVT-owned estate infrastructure at Lawley.	DoC/ DoF	Substantial	**2**
	Community Charge income and arrears performance are monitored monthly by the Estates and Stewardship Manager with the Income Team, with exceptions escalated through the established governance arrangements.	DoC/ DoF/ HoES		

Assurances		
1st line management	**2nd line internal oversight**	**3rd line external assurance**
Monthly management review of Community Charge collection, arrears and emerging issues. Operational scrutiny through Finance Committee and LMC. Customer and stakeholder engagement where service or charge changes are proposed.	Monthly performance oversight by the Estates and Stewardship Manager and Income Team. KPI reporting through internal governance arrangements. Operational Risk Register reviewed by Executive Team and LMC.	External audit. LTSA monitoring and reporting.

Risk Target Score	Further Action (Mitigation) needed to achieve target score	Action Owner	Deadline	Update at Q2
2	Grounds maintenance procurement completed; continue contract and performance monitoring.	DoC / HoES / ESM	Ongoing	Q2 2026 – The grounds maintenance procurement was completed in January 2024. Contract performance continues to be monitored through the established management and governance arrangements.
	Continue monthly monitoring of Community Charge collection, arrears and emerging affordability risks.	HoES / ESM / Income Team	Ongoing	Q2 2026 – Income is monitored monthly by the Estates and Stewardship Manager and the Income Team. Annual performance is now above the 98% collection target. The post-control score therefore remains at 2 (green).

Risk No	Key Risk	Corporate Plan Link	Risk Cause
2	**Poor Financial Performance**	1- 6	Insufficient negotiated commuted sum for additional non-adoptable public realm (NAPR)
Risk Consequence			
	Increased cost to BVT in delivering services Poor delivery of services/ replacement of infrastructure (need to fund shortfall in income/ services) Reputation damage Potential increase in Community Charge to residents		

Pre-Control Risk Score	Key Controls	Control Owner	Control Rating	Post Control Risk Score
18	Provisions are in place to address any maintenance replacements of BVT owned infrastructure in Lawley	DoC/ DoF	Adequate	**18**
	Review of Community Charge and costs of services being completed in 2022	DoC/ DoF/ HoES		

Assurances		
1st line management	**2nd line internal oversight**	**3rd line external assurance**

Operational scrutiny at Finance Committee, LMC Significant customer/ stakeholder consultation	Monthly KPI review at Exec/ Quarterly at LMC, Operational Risk Register reviewed at both Exec and LMC Full review of Community completed	External audit LTSA monitoring

Risk Target Score	Further Action (Mitigation) needed to achieve target score	Action Owner	Deadline	Update at Q2
12	Full review including Bill of quantities, risks, pre-hand over conditions Finalise negotiations Legal advice sought Review impact to charge payer after 15years or if there is a shortfall	DoC/ HoES/ ESM	Ongoing	Q2 2026 – The agreement reached in 2023 for a £900,000 commuted sum remains on the table. Changes in personnel within the Developer Group have delayed completion. The matter is now back under negotiation through the Long-Term Stewardship Group. The next meeting is scheduled for September 2026. The post-control score remains unchanged pending formal agreement and completion of the relevant documentation.

Risk No	Key Risk	Corporate Plan Link	Risk Cause
3	**Brand Damage**	1, 2 and 6	Lack of staff resources leading to a reduction in standards of appearance and amenity of the Lawley Estate
Risk Consequence			
	Increased cost to BVT in delivering services, Poor delivery of services, Deterioration of Estate, Reputation damage		

Pre-Control Risk Score	Key Controls	Control Owner	Control Rating	Post Control Risk Score
21	Staffing provision is in place to cover all operational activities	DoC/ HoES	Substantial	**2**
	Flexible working and hybrid policy in place			

	Annual PPDs, regular one-to-ones, wellbeing support, training and succession planning arrangements are in place.	DOC/HoES		
	Monthly/ Quarterly review of all KPI's to monitor performance.	DoC/ HoES		
	A robust suite of Estates and Stewardship policies and procedures is in place and subject to scheduled review, supported by defined service standards and contract monitoring.	DoC/ HoES		

Assurances		
1st line management	**2nd line internal oversight**	**3rd line external assurance**
Operational scrutiny at LMC Significant customer/ stakeholder consultation	Monthly KPI review at Exec/ Quarterly at LMC Operational Risk Register reviewed at both Exec and Committee	Internal/ External audit

Risk Target Score	Further Action (Mitigation) needed to achieve target score	Action Owner	Deadline	Update at Q2
2	• Maintain workforce planning, annual PPDs, training, policy and procedure reviews, service-standard monitoring and contract-performance oversight.	DoC/ HoES/ESM	Ongoing	Q2 2026 – The Estates and Stewardship Service review, service standards and grounds maintenance procurement have been completed. Annual PPDs, training and regular management oversight are in place, supported by a robust suite of policies and procedures. The post-control score has reduced to 2 (green).

Risk No	Key Risk	Corporate Plan Link	Risk Cause
4	**Brand Damage**	1- 6	Cost of legal advice and lack of enforcement of Design Guide leading to deterioration of appearance of Estate,
Risk Consequence			
	Increased cost to BVT in delivering services, Poor delivery of services,		

	Reputation damage Potential increase in community charge to residents			
Pre-Control Risk Score	**Key Controls**	**Control Owner**	**Control Rating**	**Post Control Risk Score**
24	The Design Guide was comprehensively reviewed and updated in 2024, with further operational review during 2025 and 2026 to reflect learning from applications, appeals and breaches.	DoC/ HoES	Substantial	**6**
	Proportionate case management, operational scrutiny through LMC, monitoring of applications and appeals, and access to legal advice where necessary.	DoC/ HoES/ HoBI		

Assurances		
1st line management	**2nd line internal oversight**	**3rd line external assurance**
Operational scrutiny at LMC Significant customer/ stakeholder consultation	Monthly KPI review at Exec/ Quarterly at LMC, Operational Risk Register reviewed at both Exec and LMC	External audit Customer Satisfaction Long Term Stewardship Group

Risk Target Score	**Further Action (Mitigation) needed to achieve target score**	**Action Owner**	**Deadline**	**Update at Q2**
6	Continue to embed the Design Guide, monitor applications, appeals and breaches, and use proportionate escalation and legal advice where required.	DoC/ HoES	Ongoing	Q2 2026 – The Design Guide was reviewed in 2024 and has continued to be reviewed operationally during 2025 and 2026. There have been very few appeals and no legal enforcement action has been required. Legal advice has been obtained on a small number of breaches; costs have been manageable and contained within budget. The post-control score has reduced to 6 (green).

Risk No	**Key Risk**	**Corporate Plan Link**	**Risk Cause**
5	**Brand Damage**	1- 6	Failure to deliver the requirements of the Long Term Stewardship Agreement with the Developer Group

Risk Consequence				
	Increased cost to BVT in delivering services, Poor delivery of services, Reputation damage Potential increase in community charge to residents Possible loss contract			
Pre-Control Risk Score	**Key Controls**	**Control Owner**	**Control Rating**	**Post Control Risk Score**
24	LMC has been comprehensively reviewed the LTSA and implemented new procedures	DoC/ HoES	**Adequate**	**9**
	LMC in place to provide operational review of this (including a new set of satisfaction KPI's to be introduced) Regular meetings to monitor performance with the Develop Group implemented New dedicated Lawley team implemented to ensure compliance	DoC/ HoES/ HoBI		

Assurances		
1st line management	**2nd line internal oversight**	**3rd line external assurance**
Operational scrutiny at LMC Significant customer/ stakeholder consultation	Monthly KPI review at Exec/ Quarterly at LMC, Operational Risk Register reviewed at both Exec and LMC	External audit Customer Satisfaction Long Term Stewardship Group

Risk Target Score	Further Action (Mitigation) needed to achieve target score	Action Owner	Deadline	Update at Q2
9	Continue regular Developer Group and Long-Term Stewardship Group engagement. Complete the 2027 budget using the agreed	DoC/ HoES	Ongoing	Q2 2026 – BVT is providing the information required under the LTSA. The Developer Group did not agree the 2026 budget, resulting in further meetings during 2026. A budget template has now been agreed for BVT to use for the 2027 submission. The post-control score remains at 9 until the 2027 budget has been

	template and take it through the required governance and approval process.			considered by the Long-Term Stewardship Group and the outcome is known.

Risk No	Key Risk	Corporate Plan Link	Risk Cause
6	**Health and Safety**	1- 6	Lack of Management of Tree stock leading to higher risk of falling trees

Risk Consequence
Cost to BVT in responding to incursions (legal costs etc) Injury/ death to member of the public/ staff Damage to BVT land, Reputation damage.

Pre-Control Risk Score	Key Controls	Control Owner	Control Rating	Post Control Risk Score
24	A Tree Management Policy and mapped tree inventory are in place. Trees are allocated to risk zones and inspected by an independent arboricultural surveyor on a one-, two- or three-year cycle according to risk and location. Remedial works are identified, prioritised and monitored to completion.	HoBVL/ HoES	Adequate	~~9~~
	Competent contractors and staff undertaking tree-related work have the required qualifications, training, equipment and safe systems of work.	HoBVL/ HoES		

Assurances		
1st line management	**2nd line internal oversight**	**3rd line external assurance**
Tree inventory, risk zoning and inspection programme. Management monitoring of inspection findings, remedial works and overdue actions. Competence and compliance checks for staff and contractors.	Operational scrutiny through LMC. LMC received a briefing at its most recent working group meeting. Health and Safety oversight through the Health and Safety Adviser and Steering Group.	Independent arboricultural health and safety inspections undertaken on a risk-based one-, two- or three-year cycle.

Risk Target Score	Further Action (Mitigation) needed to achieve target score	Action Owner	Deadline	Update at Q2
6	Continue the risk-based inspection and remedial-work programme. Add the remaining trees to the inventory when the NAPR transfers to BVT.	DoC/ HoES/ HoBVL/ DoBPS	Ongoing	Q2 2026 – A robust Tree Management Policy, mapped tree inventory and risk-zoning approach are in place. Independent health and safety inspections are undertaken annually, biennially or every three years according to tree risk and location. LMC has received a briefing through its working group. Trees within the additional NAPR have not yet been added because the land has not transferred to BVT. The post-control score remains at 17 pending transfer, inclusion of the additional tree stock and confirmation that the full inspection and remedial programme is operating as intended.

Section 3 - What's on the Horizon in our Operating Environment?

We are monitoring the following for potential changes in legislation, good practice, changes that will affect budgets or resource requirements and or apply a potential additional risk burden to BVT or affect future governance decisions.

	Risk (or opportunity)	Action	Exec Lead
1.	Estate Management Leasehold Reform Act & Freehold Reform Act	None at this time; further updates on status of changes recommended have yet to be provided. No impact has been felt on number of enfranchisements in BVT where applications have increased. Watching brief.	DoC/ HoES
2.	Environmental Sustainability – challenges and expectations		DoC/ HoES

Section 4 - Key

RISK SCORING MATRIX						
Impact	Catastrophic	15	19	22	24	25
	Major	10	14	18	21	23
	Moderate	6	9	13	17	20
	Minor	3	5	8	12	16
	Insignificant	1	2	4	7	11
		Almost Never	Possibly but	Possible	Highly Probabl	Almost Certain
		Likelihood				

Control Ratings	**Assurance Testing** (in last 3 months or nearest relevant timeframe)
Substantial	Assurances have identified no or only housekeeping issues
Adequate	Assurances have identified significant issues that need to be addressed (these have either now been addressed, or added to the action column)
Limited	Assurances have identified fundamental issues that need to be addressed (these have either now been addressed, or added to the action column)

Likelihood	Definition	Likelihood	Definition
Almost never	Highly unlikely, but may occur in exceptional circumstances	**Possible**	The event might occur at some time
	It could happen but probably never will		There could be a history of casual occurrence
	No experience of a similar failure		Most of the team know this risk might occur
	Probably requires 3 or more coincident events	**Highly probable**	There is a strong possibility that the event or risk will occur
Possible but unlikely	Not expected but there is a slight possibility that it could occur at some time		There may be a history of frequent occurrences
	Some of the team consider that this is a risk that might occur		Everyone with knowledge of issues in this area knows this could happen
	Conditions exist for this loss to occur	**Almost certain**	Very Likely

Impact Definitions

Description	Financial Impact	Health & Safety	Asset Loss	Business Interruption	Reputation and image	Corporate Objectives / Performance	Intervention
Insignificant	<£50k	No or only minor personal injury. First Aid needed, but no days lost	Little or no impact on assets	Interruption negligible; less than ½ day. Critical systems unavailable for less than one hour	Minor article in local media or lobby group website (story unsubstantiated)	Workaround required, within Group resources to deliver objective.	Relevant Manager intervenes
Minor	<£100k	Minor injury, medical treatment	Minor loss or damage to assets	Interruption inconvenient; ½ - 1 day. Critical systems unavailable	Headline article in local media or housing press, minor article in national media (Substantiated	Additional resources requiring Exec Team authorisation or delay in achieving part of objective.	Senior Manager intervenes Director informed

		and some days lost		for several hours	story)	Minor shortfall in one category.	
Moderate	<£300k	Serious Medical treatment hospitalisation and numerous days lost	Major damage to assets	Interruption 1 day – 1 week Client dissatisfaction; Critical systems unavailable for up to 1 day	Headline article in national media (story substantiated and publicly embarrassing)	Major compromise in objectives. Major shortfall in one or several minor categories.	Director intervenes Chief Executive Informed
Major	<£1m	Single death or extensive injuries or long term illness	Significant loss of assets	1 week – 1 month Critical systems unavailable for 1 day or a series of prolonged outages.	Short term campaign in national media (story substantiated, publicly embarrassing with third party actions)	Elements of objective abandoned.	Chief Executive
Catastrophic	>£1m	Multiple deaths or severe permanent disabilities	Complete loss of assets	Interruption more than 1 month. Critical systems unavailable for more than a day (at a crucial time)	Prolonged national media campaign or lobby group campaign Story substantiated, publicly embarrassment, with third party action and widespread news profile	Widespread failure to meet objectives.	Board intervenes on direction of CEO or Company Secretary

LAWLEY MANAGEMENT COMMITTEE	
Date	**1st September 2026**
Item 6	**Final End-of-Year Accounts 2025**
Author	**Tracey Rowe** **Head of Estates and Stewardship**
Contact Details	**traceyrowe@bvt.org.uk** **0121 667 1153**

1. Purpose of Report

To present the Committee with the final end-of-year accounts for 2025. The report was intended to be presented at the May Committee meeting but was omitted in error. The accounts have been audited and approved by the Board of Trustees. This report is therefore presented to ensure that the Committee receives and formally considers the final position.

2. Recommendation

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

3. Link to Strategic Aims, Objectives and Values

Effective stewardship of the estate is a priority for BVT and supports the delivery of our corporate aims and values.

The report supports the following measures of success within BVT's 10-year Corporate Plan:

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

4. Financial Impact

The activities associated with managing the Estates and Stewardship service are delivered within approved budgets. Overall income was below budget, primarily because of the pace of new development, while operational expenditure exceeded budget. The principal variances are explained in section 10 of this report.

5. Value for Money Impact

Sustained adverse financial performance could affect BVT's ability to deliver its business plan and maintain financial viability.

The cost of delivering the Estates and Stewardship service is monitored closely and has been reviewed to confirm that associated costs are fair and reasonable. The Grounds Maintenance service has also been competitively tendered, providing further assurance that the service offers value for money.

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 an inability to maintain and replace Trust-owned estate infrastructure'.

The principal budget risk is a significant change in the economic climate that causes the cost of services, including utilities and grounds maintenance, to exceed budget assumptions. This risk will continue to be monitored closely.

7. Compliance with Relevant Legislation and Regulation

Although the Estates and Stewardship service is not directly governed by the Regulator of Social Housing's Regulatory Standards, BVT is a registered housing provider and seeks to apply the relevant principles across its work. This supports the provision of a tenure-neutral Estates and Stewardship service in Lawley Village.

8. Equality, Equity, Diversity and Inclusion Impact

No specific adverse equality impacts have been identified in relation to this financial report. In accordance with BVT's Equality and Diversity Policy, BVT will continue to encourage and support all residents to participate in community life and will use engagement with diverse groups to inform continuous service improvement.

9. Customer Voice and Impact

The Lawley Management Committee is led by elected residents of Lawley Village. Committee members engage with the wider community and bring residents' views into the Committee's decision-making.

The resident-led Committee structure was established in response to the Lawley community's wish to have greater influence over how the Community Charge is used. The Committee remains the principal mechanism through which residents' views inform the delivery of the Estates and Stewardship service.

Committee meetings are broadcast online so that residents can observe proceedings. Meeting papers are also published on the BVT Lawley website, supporting openness and transparency.

10. Report

This section summarises the key variances in the Lawley Estates 2025 end-of-year accounts. The detailed accounts are provided at Appendix 1.

Income

Income was below budget because the rate of new development was slightly slower than forecast by the Developer Group. As a result, partial-year income from new homes was lower than anticipated.

Operational Expenditure

Operational expenditure was above budget. The principal variances are set out below.

Estate Management

- Staffing costs were above budget because the cost-of-living pay award was higher than anticipated.
- Legal and professional fees were above budget due to advice obtained on land transfers and case management relating to non-payment of the Community Charge.
- Landscaping costs increased as further phases of the development were handed over.
- Tree survey and works costs were above budget due to the cost of tree works and the associated ecology reports required before the work could be completed.
- Communal lighting expenditure was above budget due to the number of repairs completed. Caretakers continue to take regular meter readings to help ensure that charges are accurate.
- General repairs expenditure was above budget due to previously reported remedial works completed following an accident involving a resident.

Estate Caretaking

Expenditure was slightly above budget due to the use of additional staffing resource to provide cover during a period of long-term sickness absence.

Community Development

Expenditure was below budget, mainly because the value of Eileen Hewer Community Fund grants was lower than anticipated and the Support for LMC budget was not used.

Office and Community Hub Running Costs

Expenditure was above budget due to the Committee-approved purchase of new furniture and equipment to increase the space available for meetings and events.

Funds

Wear and Tear Fund

The planned drawdown from the Wear and Tear Fund reduced from £20,000 to £14,843 because the replacement fencing works cost less than anticipated.

Interest has been applied in accordance with the Long Term Stewardship Agreement, at the Bank of England base rate less 1%.

Eileen Hewer Community Fund

Grants totalling £6,875 were awarded from the Eileen Hewer Community Fund, against a budget of £25,000. This was significantly lower than in 2024. The Community Development and Partnerships Officer is reviewing the reasons for the reduced level of grant awards.

Community Infrastructure Fund

The actual drawdown from the Community Infrastructure Fund was £104,837, compared with a budgeted drawdown of £62,934. The variance reflects the agreed overspend on the Community Hub, higher salary costs and additional legal fees.

The 2026 budget provides for a further drawdown of £48,607 from the fund. Following the 2025 outturn, the remaining fund balance is £45,864. The Estates and Stewardship Manager will therefore monitor all budgets closely, with the aim of achieving a balanced position at the end of 2026 and avoiding any overcommitment of the fund.

Lawley Management Committee Report
Meeting 01.09.26
Agenda Item 6 - Appendix 1

Outturn Forecast 2025	Original Budget 2025	Lawley Estates Management	Budget Jan - December P13 2025	Actual & Committed Jan - December P13 2025	Notes
		Community Charge Income			
723,503	723,503	Community Charges	723,503	697,710	
62,934	62,934	Draw Down from Infrastructure Fund	62,934	104,837	
26,700	20,000	Draw Down from Wear & Tear Fund	20,000	14,843	
3,000	3,000	Ground Rents	3,000	3,000	
1,500	1,500	Lawley Community Hub Room Hire	1,500	1,224	
817,637	810,937	**Total Income**	810,937	821,614	
2,000	2,000	Grants & Donations	2,000	1,555	
10,000	10,000	Other Income	10,000	5,869	
12,000	12,000	**Total Other Income**	12,000	7,424	
829,637	**822,937**	**Net Turnover**	**822,937**	**829,038**	
		Expenditure			
(729,818)	(705,865)	Operational Expenditure	(705,865)	(720,091)	
(102,072)	(102,072)	Transfer to Wear and Tear Fund	(102,072)	(102,072)	
(15,000)	(15,000)	Transfer to Eileen Hewer Community Projects Funding	(15,000)	(6,875)	
0	0	Transfer to Community Association	0	0	
(846,890)	(822,937)	**Total Expenditure**	(822,937)	(829,038)	
(17,253)	**0**	**Potential Underspend / Overspend**	**0**	**(0)**	
		LAWLEY ESTATES OPERATIONAL BUDGET			
		Estate Management			
(223,080)	(223,080)	Staffing Costs	(223,080)	(226,221)	
(1,500)	(1,500)	Travel Costs	(1,500)	(1,091)	
(941)	(941)	Office Consumables	(941)	(942)	
(5,627)	(5,627)	Printing & Publications	(5,627)	(4,927)	
(1,611)	(1,611)	Communications	(1,611)	(1,020)	
(720)	(720)	Mobile Telephone	(720)	(970)	
(14,322)	(14,322)	Legal & Professional Fees	(14,322)	(22,959)	
(7,246)	(7,246)	Insurance	(7,246)	(7,246)	
(115,599)	(115,599)	Landscaping Contract	(115,599)	(118,104)	
(20,000)	(10,230)	Tree Surveys & Works	(10,230)	(16,392)	
(15,345)	(15,345)	Communal Lighting (inc Courtyards)	(15,345)	(20,382)	
(6,650)	(6,650)	General Repairs (inc Courtyards)	(6,650)	(8,455)	
(1,500)	(1,500)	Winter Gritting (inc Courtyards)	(1,500)	(488)	
(26,700)	(20,000)	Draw Down from Wear & Tear Fund	(20,000)	(14,843)	
(440,841)	(424,371)	**Total Estate Management Costs**	(424,371)	(444,038)	
		Estate Caretaking			
(60,682)	(60,682)	Caretaker - Staffing Costs	(60,682)	(61,139)	
0	0	Caretaker - Temporary Staff	0	(2,688)	
(5,115)	(5,115)	Caretaker - Travel Costs / Vehicle Costs / Waste Disposal Costs	(5,115)	(4,530)	
(480)	(480)	Caretaker - Mobile Telephone	(480)	(466)	

(665)	(665)	Caretaker - Clothing & PPE	(665)	(293)
(1,535)	(1,535)	Caretaker - Tools and Equipment	(1,535)	(593)
(68,477)	(68,477)	**Total Estate Caretaking Costs**	(68,477)	(69,709)
		Community Development		
(44,400)	(44,400)	Staffing Costs	(44,400)	(44,357)
(665)	(665)	Travel Costs	(665)	0
(286)	(286)	Office Consumables	(286)	(37)
(2,225)	(2,225)	Printing & Publications	(2,225)	(347)
(240)	(240)	Mobile Telephone	(240)	(233)
(11,120)	(11,120)	Community Development & Involvement Activities	(11,120)	(9,550)
(2,000)	(2,000)	Grant & Donations Expenditure	(2,000)	(1,565)
(10,000)	(10,000)	Other Expenditure	(10,000)	(6,989)
(15,345)	(15,345)	Resident Projects (Eileen Hewer)	(15,345)	(6,875)
(150)	(5,000)	LMC Running Costs	(5,000)	(32)
(86,431)	(91,281)	**Total Community Development**	(91,281)	(69,986)
		Office Running Costs		
(42,000)	(29,667)	Lawley Community Hub Running Costs	(29,667)	(42,433)
(42,000)	**(29,667)**	**Total Office Running Costs**	**(29,667)**	**(42,433)**
(92,069)	(92,069)	Administration Charge	(92,069)	(93,925)
(729,818)	**(705,865)**	**Total Operational Expenditure**	**(705,865)**	**(720,091)**
99,819	**117,072**	**Net Surplus to Fund the Below Funds**	**117,072**	**108,947**
		WEAR AND TEAR FUND		
		Income		
1,059,986	1,059,986	Opening Balance	0	1,059,986
0	0	Interest	0	37,045
102,072	102,072	Transfer from Community Charge	102,072	102,072
1,162,058	**1,162,058**	**Total Income**	**102,072**	**1,199,103**
		Expenditure		
0	0	Project Fees	0	0
0	0	Capital Expenditure	0	(14,843)
0	**0**	**Total Capital Expenditure**	**0**	**(14,843)**
1,162,058	**1,162,058**	**Closing Balance**	**102,072**	**1,184,260**
		EILEEN HEWER COMMUNITY PROJECTS FUND		
		Income		
25,000	25,000	Opening Balance	0	25,000
15,000	15,000	Transfer from Community Charge	0	6,875
40,000	**40,000**	**Total Income**	**0**	**31,875**
		Expenditure		
(15,345)	(15,345)	Grant Funding	0	(6,875)
(15,345)	**(15,345)**	**Total Capital Expenditure**	**0**	**(6,875)**
24,655	**24,655**	**Closing Balance**	**0**	**25,000**
		COMMUNITY INFRASTRUCTURE FUND		
		Income		
145,919	145,919	Opening Balance	0	145,919
0	0	Interest	0	4,782
0	0	Transfer from Community Charge	0	0
145,919	**145,919**	**Total Income**	**0**	**150,701**
		Expenditure		

0	0	Capital Expenditure	(62,934)	(104,837)
0	**0**	**Total Capital Expenditure**	**(62,934)**	**(104,837)**
145,919	**145,919**	**Closing Balance**	**(62,934)**	**45,864**
		RESIDENTS ASSOCIATION FUND		
		Income		
5,000	5,000	Opening Balance	0	5,000
0	0	Transfer from Community Charge	0	0
5,000	**5,000**	**Total Income**	**0**	**5,000**
		Expenditure		
(5,000)	(5,000)	Grant Funding	0	(32)
(5,000)	**(5,000)**	**Total Capital Expenditure**	**0**	**(32)**
0	**0**	**Closing Balance**	**0**	**4,968**

Lawley Management Committee	
Date	**1st September 2026**
Item 7	**Quarterly Financial Report Quarter 2 2026**
Author	**Mike Cunneen Estates and Stewardship Manager**
Contact Details	**michaelcunneen@bvt.org.uk**

1. Purpose of Report

To present the financial position against the budget at the end of Quarter 2 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 is the current economic climate, where charges for services, such as utilities and grounds maintenance exceed estimated costs. This will be closely monitored.

7. Compliance with Relevant Legislation and Regulation

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

8. Equality, Equity, Diversity & Inclusion Impact

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

9. Customer Voice and Impact

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

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

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

10. Report

This report relates to the Lawley Estates Financial report for the second quarter of 2026 – see Appendix 1.

Income

Income is coming up higher than the budget by approximately 2.11%. 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 Q2, the operational expenditure came to an amount of £384,969, against a budget of £391,408 which is a positive outcome for the quarter. The reasons for this are detailed below:

The communications expenditure went over budget by £1,237. This was as a result of the costs involved with the communications to residents as part of the Lawley Management Committee elections.

Legal and professional fees went over the budget for Q2 by £837. These were attributed to Gowlings, who provide legal advice and support to BVT in particular when it comes to the legal transfer of land.

Lawley Community Hub

For Q2, Lawley Community Hub is showing in line with the budget.

Funds

Lawley Community Hub Room Hire

A new regular weekly booking was made by Healthy Lifestyles at Telford and Wrekin Council that started from July 2026. This will help to generate a regular source of income for the Lawley Community Hub.

Lawley Management Committee Meeting 01.09.26
Agenda Item 7 - Appendix 1

Outturn Forecast 2026	Annual Budget 2026		Q1 January - March 2026 Budget	Q1 January - March 2026 Actual	Q2 April - June 2026 Budget	Q2 April - June 2026 Actual
		Community Charge Income				
777,025	777,025	Community Charges	727,025	728,430	751,025	767,216
48,607	48,607	Draw Down from Infrastructure Fund	0	0	0	0
3,000	3,000	Ground Rents	1,500	1,500	3,000	3,000
1,500	1,500	Lawley Community Hub Room Hire	400	0	1,100	96
830,132	**830,132**	**Total Community Charge Income**	**728,925**	**729,930**	755,125	770,312
1,000	1,000	Grants & Donations	0	0	500	900
1,000	**1,000**	**Total Other Income**	**0**	**0**	0	0
831,132	**831,132**	**Net Turnover**	**728,925**	**729,930**	**755,625**	**771,212**
		Expenditure				
(713,039)	(713,039)	Operational Expenditure	(215,548)	(202,148)	(391,408)	(384,969)
(103,093)	(103,093)	Transfer to Wear & Tear Fund	0	0	0	0
(15,000)	(15,000)	Transfer to Eileen Hewer Community Projects Funding	0	0	0	0
(831,132)	**(831,132)**	**Total Expenditure**	**(215,548)**	**(202,148)**	(391,408)	(384,969)
0	**0**	**Potential Underspend / Overspend**	**513,378**	**527,782**	**364,218**	**386,243**
		LAWLEY ESTATES OPERATIONAL BUDGET				
		Estate Management				
(233,135)	(233,135)	Staffing Costs	(52,584)	(56,943)	(124,804)	(127,935)
(1,530)	(1,530)	Travel Costs	(375)	(184)	(750)	(423)
(8,343)	(8,343)	Communications	(2,086)	(615)	(4,172)	(5,409)
(734)	(734)	Mobile Telephone	(183)	(169)	(366)	(399)
(14,608)	(14,608)	Legal & Professional Fees	0	(105)	(7,164)	(8,001)
(5,872)	(5,872)	Insurance	(1,467)	(1,467)	(2,934)	(2,934)
(133,911)	(133,911)	Landscaping Contract	(29,400)	(20,200)	(63,111)	(58,800)
(10,435)	(10,435)	Tree Surveys & Works	(2,000)	(677)	(4,000)	(3,137)
(15,652)	(15,652)	Communal Lighting (inc Courtyards)	(5,245)	(4,330)	(8,745)	(8,745)
(6,783)	(6,783)	General Repairs (inc Courtyards)	(1,950)	(70)	(3,200)	(831)
(1,530)	(1,530)	Winter Gritting (inc Courtyards)	(500)	(2,884)	(500)	(2,884)
(432,534)	**(432,534)**	**Total Estate Management**	**(95,790)**	**(87,644)**	(219,746)	(219,498)
		Estate Caretaking				
(66,163)	(66,163)	Caretaker - Staffing Costs	(14,748)	(14,421)	(35,316)	(34,264)
(5,217)	(5,217)	Caretaker - Travel Costs / Vehicle Costs / Waste Disposal Costs	(1,472)	(1,594)	(2,555)	(2,651)
(490)	(490)	Caretaker - Mobile Telephone	(120)	(75)	(240)	(190)
(678)	(678)	Caretaker - Clothing & PPE	(250)	(236)	(400)	(268)
(1,566)	(1,566)	Caretaker - Tools and Equipment	(500)	(187)	(1,000)	(305)
(74,113)	**(74,113)**	**Total Estate Caretaking Costs**	**(17,090)**	**(16,514)**	(39,511)	(37,677)
		Community Development				
(46,648)	(46,648)	Staffing Costs	(10,608)	(10,368)	(25,024)	(24,620)
(678)	(678)	Travel Costs	(171)	0	(342)	0
(292)	(292)	Office Consumables	(50)	(55)	(136)	(129)
(2,270)	(2,270)	Printing & Publications	0	0	0	0
(245)	(245)	Mobile Telephone	(60)	(38)	(120)	(95)
(11,342)	(11,342)	Community Development & Involvement Activities	(774)	(5)	(258)	(191)
(1,000)	(1,000)	Grant & Donations Expenditure	0	(90)	0	(138)
(15,652)	(15,652)	Resident Projects (Eileen Hewer)	(1,692)	(150)	(4,268)	(3,038)
(5,000)	(5,000)	LMC Running Costs	(920)	(5)	0	(5)
(83,126)	**(83,126)**	**Total Community Development**	**(14,275)**	**(10,710)**	(30,148)	(28,216)
		Office Running Costs				
(30,260)	(30,260)	Lawley Community Hub Running Costs	(15,500)	(14,287)	(26,490)	(22,547)
(30,260)	**(30,260)**	**Total Office Running Costs**	**(15,500)**	**(14,287)**	**(26,490)**	**(22,547)**
(93,005)	(93,005)	Administration Charge	(72,893)	(72,993)	(75,513)	(77,031)
(713,039)	**(713,039)**	**Total Operational Expenditure**	**(215,548)**	**(202,148)**	**(391,408)**	**(384,969)**

Lawley Management Committee	
Date	**1st September 2026**
Item 8	**Estates & Stewardship Report**
Author	**Mike Cunneen**
Contact Details	**michaelcunneen@bvt.org.uk**

1. Purpose of Report

The purpose of this report is to inform Committee of the activities of the BVT team in Lawley during Quarter 2 of 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 Q2, 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. One project that has been delivered is the Lawley Management Committee (LMC) elections where three new members were elected along with the Chair of the Committee retaining their position as a Committee member. On 7 July 2026, the Committee approved the appointment of the candidates for four-year terms to the LMC in accordance with the election results.

One project that is currently in progress is the contract tender process for the block cleaning and window cleaning services. We received a number of tender submissions for both services. The working group, including a number of residents, evaluated and scored the submissions. An interview was then held with the bidder that was successful in the evaluation stage for both contracts. The contract process is now at a stage where the decision to award the contract is being approved by BVT.

Following the Committee's approval at May's formal business meeting to extend the grounds maintenance contract by two years starting from 1 January 2027, the E&S Manager and the Customer Communications Officer worked with M&BG's management team to produce a number of videos for the residents in Lawley. It was an opportunity to remind residents about the service that is delivered including what is carried out during the Summer and Winter months. It was also a chance to celebrate the extension of the contract and an opportunity for M&BG to continue with its strong working relationship with BVT and to help sustain Lawley's distinctive character. They have been posted on the BVT Lawley website and on social media.

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 some before and after pictures showing the work being delivered by the Caretakers on some of our hard surfaces:

The Estate Caretakers have also been able to demonstrate they can carry out other pieces of work to improve the aesthetics of the communal areas. Please see below the transformation of a soft landscaping area in one of our courtyards:

Further to that, the Estate Caretakers worked alongside the Customer Communications Officer to provide an informative video that was published on the BVT Lawley social media page. The Caretakers went outside of their comfort zone to deliver some key informative messages about the work they deliver across Lawley. The E&S Manager would like to pass on his thanks to the Estate Caretakers for delivering this excellent piece of work. Please see below a couple of screenshots of the video that was taken:

10.2.3 Estate Officers

The Estates Officers continue to provide an excellent service to the residents of Lawley. As well as the delivery of the service including undertaking regular inspections of Lawley and processing alterations applications, the Estate Officers regular go above and beyond what is expected. During Q2, one of the Officers, Nicola Kennedy, was able to support one of the residents who was experiencing significant damp in their property and was not getting a response from the developer.

Nicola was able to engage with the developer and support with arranging a meeting between the resident and the developer to address the concern. Nicola was able to demonstrate a number of BVT's values and support the resident during a challenging time.

In addition, the Estate Officers provided some excellent support in response to some enquiries raised by residents about the state of some of the soft landscaping areas. The Officers were able to improve the look of certain areas where some improvements were needed. As you will be able to see from the before and after pictures below, the area looks significantly better and the Officers received positive feedback from the residents.

10.2.4 Grounds Maintenance Contractor

During Q2, M&BG's performance was very strong. Resident satisfaction came in at 97%, quality of the works carried out was marked as 100% and there were no rectifications recorded by BVT or M&BG. One formal complaint was raised during the period regarding the working practices and behaviour of an operative working in close proximity to two members of the public on Dawley Road. The complaint was investigated and resolved by BVT. M&BG carried out their own investigation into the incident and followed their internal processes.

This was recorded as a health and safety incident during the period. The operatives have been reminded of their responsibilities when working in areas used by residents and members of the public, particularly in relation to:

- Safe working practices.
- Maintaining appropriate exclusion zones where required.
- Following approved Risk Assessments and Method Statements (RAMS).

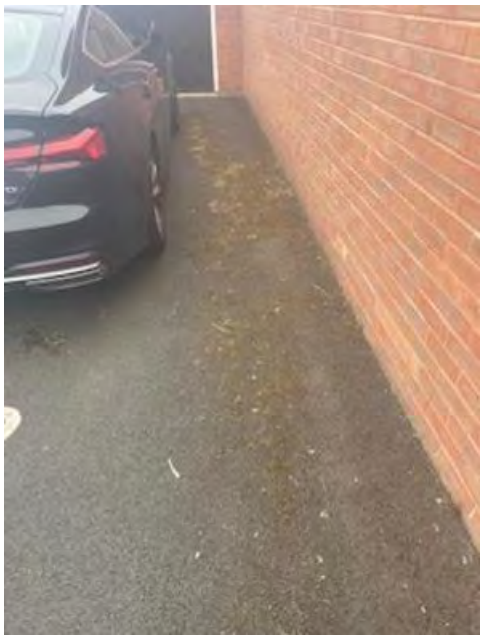
- Treating residents and members of the public with courtesy and respect at all times.

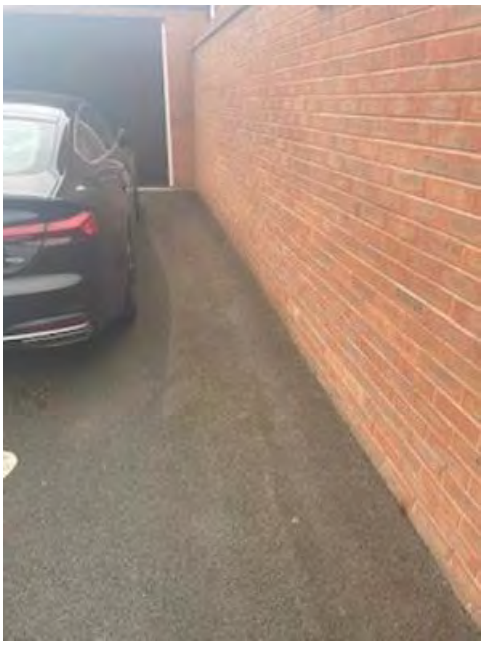
As demonstrated by a number of before and after photographs below, M&BG continue to deliver work to an excellent standard across our open spaces and courtyards.

In addition, M&BG have continued to demonstrate they can carry out additional works for BVT in Lawley. In May, a piece of work was coordinated by one of the Estate Officers for a fence repair to be carried out on Gresham Drive. The Officer recognised that part of the fence was in disrepair, worked with the Estate Caretakers to make the area safe and for M&BG to complete the work and make the fence more stable. Please see below some before and after pictures:

Furthermore, it was identified by the Estate Caretakers there were a number of sites that required additional support from M&BG to remove moss from a number of hard surface areas that required more specialist equipment. After providing M&BG with a

list of sites, the operative was able to utilise the moss removal machine. This led to the work being carried out effectively and the successful removal of the moss in the identified areas. Please see below some before and after pictures of the work carried out:





Quarterly Performance Report

Estates & Stewardship – Lawley

(Q2 1st April 2026 – 30th June 2026)

Contents

Estates & Stewardship Performance Summary

Financial

Breaches

Alterations

Estate Inspections and Estate Caretakers

Health and Safety, Tree Inspections and Advised Works

Home Ownership

Dissatisfactions, Compliments and Complaints

Community Development & Partnerships

Grounds Maintenance

Estates & Stewardship Performance Summary

Maintaining Good Performance

Overall, the Lawley Estates and Stewardship team have had a positive Quarter 2 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
- Dissatisfactions, 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 is one area that is showing a need for improvement.
These include;

- Community development and partnerships

Financial

No.	Measure	Q1 2026	Q2 2026	Q2 2025	Trend	Target	YE 2025
01	Stewardship Charge collected against amount invoiced %	91.73%	93.26%	95.97%		98%	98.44%
02	Stewardship Charge Arrears (£)	£319,408.02	£221,030.43	£189,615.78		Report	£14,579.64
03	Stewardship Charge True Arrears (£)	£64,227.19	£52,379.52	£29,142.82		Report	£11,268.72
04	Number of household with accounts in arrears	1596	1596	1776		Report	102
05	Number of Direct Debits in place	1329	1318	1287		Report	1263
06	Number of cases with arrears action	140	84	75		Report	30
07	Number of households in debt 1 year or over	177	91	77		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:

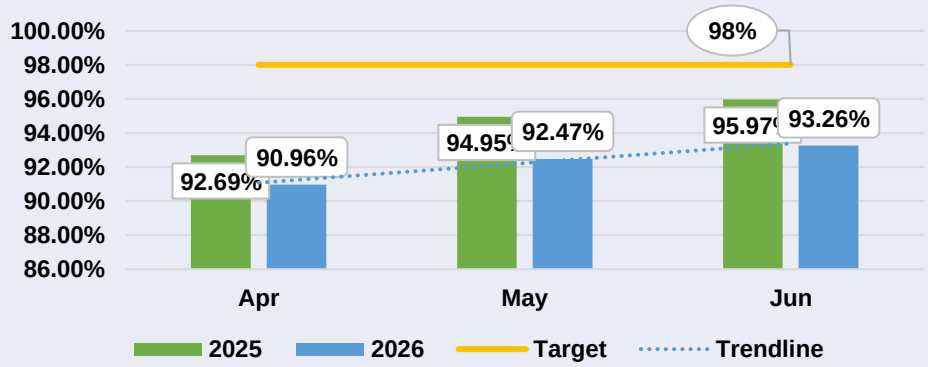
The target for 2026 is to collect 98% of the Stewardship Charge for Lawley.

Of the total Community charge for Lawley of £777,025, £221,030.43 is currently outstanding. This includes allocated Direct Debits.

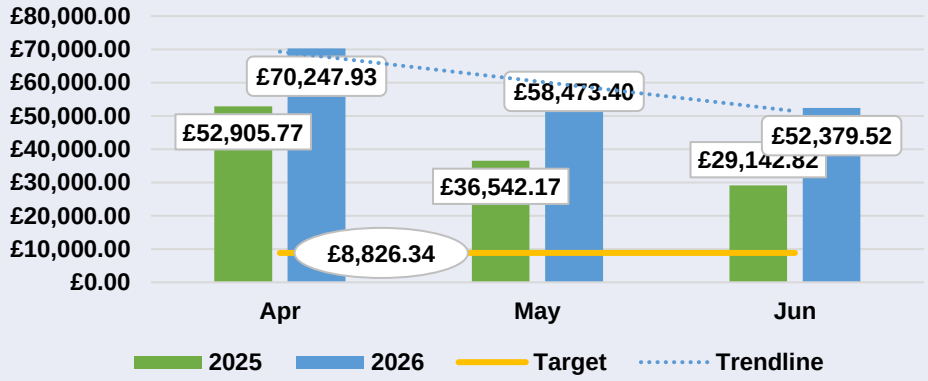
Within this figure, £52,379.52 represents true arrears, meaning accounts with no active payment plans, including debts carried over from previous years. Currently, 6.74% of the total charge remains unpaid, and work will continue to meet the 98% target by the end of 2026.

Comparative graphs for Q2 2025 and 2026 show that collection performance in Q2 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 Q2 comparison



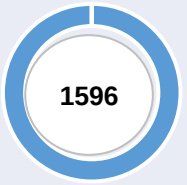
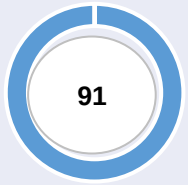
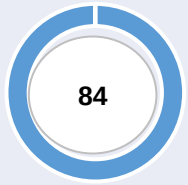
Stewardship Charge £ True Arrears outstanding
2025-2026 Q2 comparison



Financial

At the end of June 2026, there are 1318 direct debits in place in Lawley showing an increase of 31 from Q2 2025.
Currently, 1596 accounts are in arrears. This has reduced from 1930 by 334 accounts from January 2026.
In Q2 there are 91 households where the debt is 1 year old or more.
Of the accounts in arrears, 84 are currently undergoing arrears action.
25 at 1st action
50 at 2nd action
9 at 3rd action
0 at 4th action (County Court judgement application)
The reasons for non-payment are showing no pattern.

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 Q2 2026	Accounts in arrears Q2 2026	Households in debt, 1 year or more.	Households in arrears action
			
1318	1596	91	84

If performance is not currently on target, what are the reasons for this:
The target for the Stewardship Charge collection is set at 98%. 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 2026	Q2 2026	Q2 2025	Trend	Target	YE 2025
08	Number of new breaches reported (in month)	61	42	72		98%	256
09	Number of Breaches closed	52	37	61		Report	220
10	Number of Breaches in progress	12	12	New 2026		Report	New 2026
11	% of Breaches completed on time	65%	65%	69%		Report	100%
12	Average number of days taken from date breach logged to full resolution	54.4	35.13	19.6		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 Q2, a total of 42 breaches were recorded in Lawley.

In April 18 new breaches were reported in Lawley. The majority of breaches related to 14 garden standards, 2 unauthorised alterations for solar panels and a pergola, 1 bin breach and 1 parking. Due to the seasonal change in weather gardens were the focus for April.

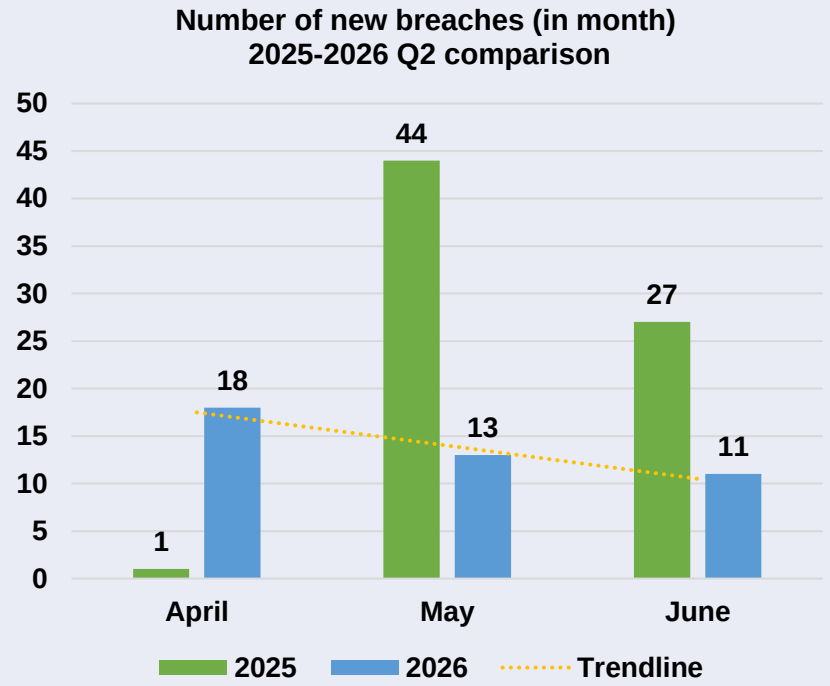
In May, 13 new breaches were reported in Lawley. The majority of breaches related to garden standards (12) and 1 unauthorised alteration (AC unit). The gardens breaches are common at this time of the year, however we have taken into account 'No Mow May' and left some gardens with a review set for June.

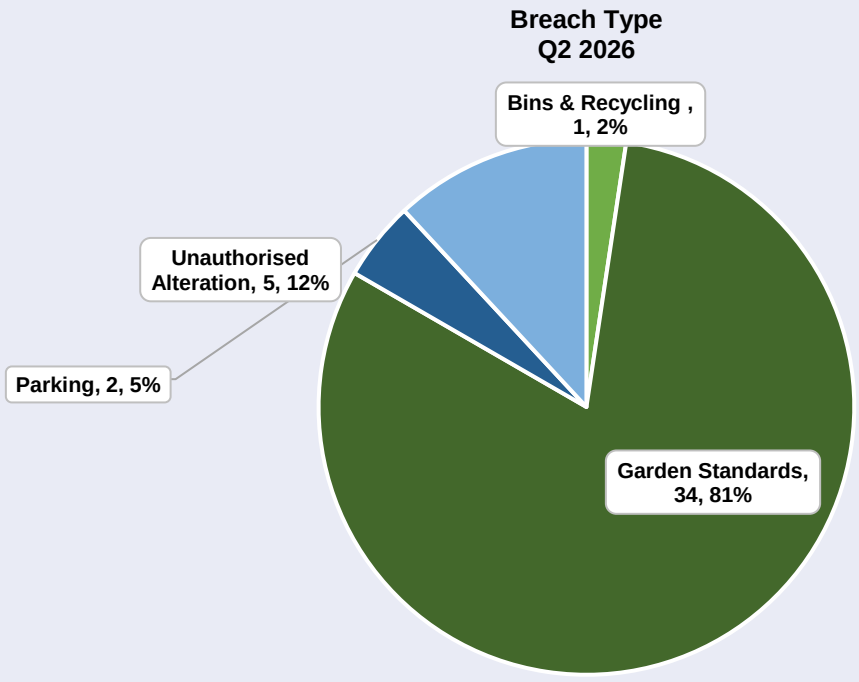
In June, 11 new breaches were reported in Lawley. The majority of breaches related to 8 garden standards, 2 unauthorised alterations and 1 parking.

In Q2, 37 breaches were closed including garden breaches, unauthorised alterations and breaches regarding bins.

In Q2, the average time taken to resolve breaches in Lawley was 35.13 days, up from 19.6 days compared to Q2 2025. This figure has come as a result of residents not responding to breach letters within the timescale of 28 days. In addition, there was a long-standing bin breach which has resolved now as the resident has moved. To improve performance, the team will reprioritise casework, increase early monitoring and adjust workload, to help bring resolution times back within target.

Overall, Q2 performance has improved month on month, with decreasing the time taken to deal with breaches during the period.





If performance is not currently on target, what are the reasons for this:
As mentioned on slide 5, in Q2, the average time taken to resolve breaches in Lawley was 35.13 days, up from 19.6 days compared to Q2 2025. This was as a result of residents not responding to breach letters within the time scale of 28 days. In addition, there was a long-standing bin breach which has resolved now as the resident has moved.

In addition, for breaches completed on time, the reason that the percentage has not increased is due to residents not complying and not actioning works upon receipt of the breach letters. To address this, the team will continue to follow the breach process and issue next stage letters in time with the breach process set out in the Design Guide for Lawley, revisiting and monitoring the breach on a regular basis.

If performance is currently not on target, what action are you taking to improve performance:
As mentioned above, to address this, the team will continue to follow the breach process and issue next stage letters in line with the process set out in the Design Guide for Lawley, revisiting and monitoring the breach on a regular basis.

Alterations

No.	Measure	Q1 2026	Q2 2026	Q2 2025	Trend	Target	YE 2025
13	Number of new alteration applications received in month	36	63	36		Report	107
14	Number of alterations in progress	3	6	9		Report	2
15	Number of alterations rejected	1	0	0		Report	1
16	Number of alterations withdrawn	3	0	0		Report	4
17	Number of alterations appeals	0	0	0		Report	0
18	Number of alterations completed on time	34	59	31		Report	91
18a	Number of alterations completed, but not on time	0	0	0		Report	
19	Percentage of alterations completed on time	94%	100%	86%		100%	90%
19a	Number of alterations applications carried forward to next month	3	12	New KPI for 2026		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.

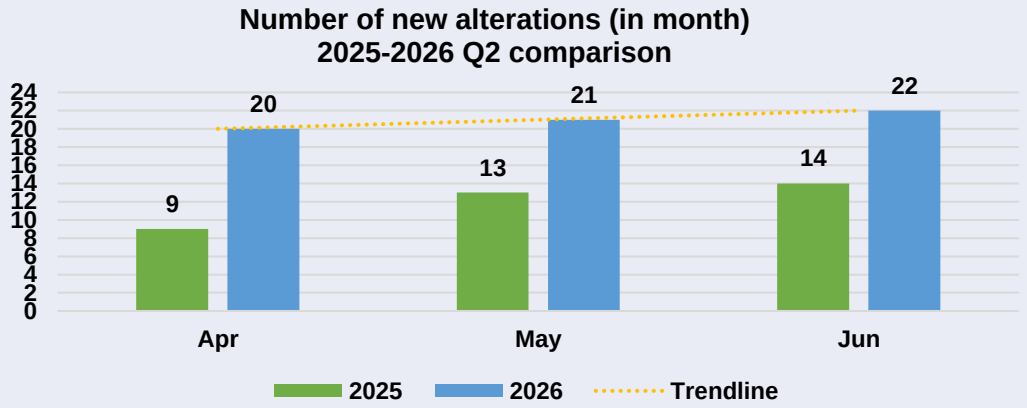
While there are no formal targets attached to these KPIs, performance is monitored, and the trend should consistently demonstrate that 100% of applications are processed within the required timeframes.

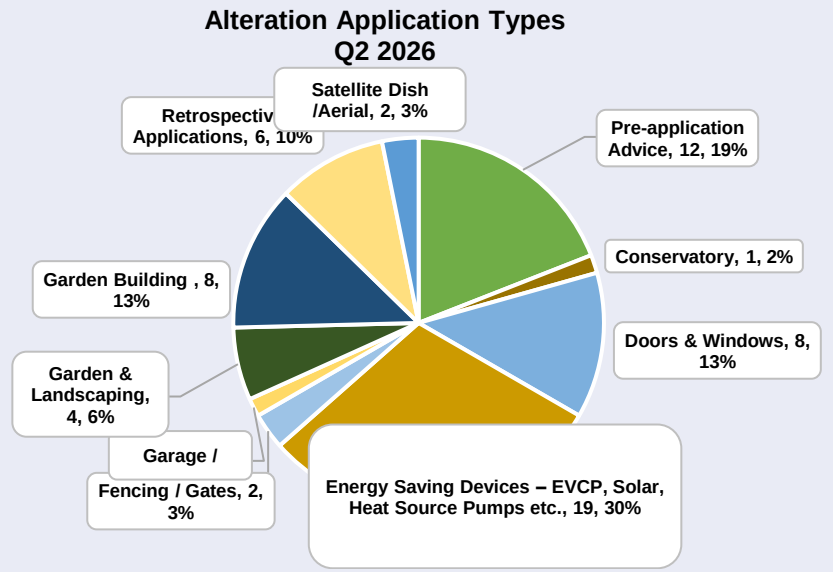
Performance Commentary
During Q2, a total of 63 alteration applications were received. This figure is higher than the number recorded by the end of Q2 2025, which saw 36 applications. Of the 63 applications received in Q2 2026, 59 have been completed on time. The remaining 4 applications have been carried over due to being in the consultation period and all within the allocated timescales for processing.

All applications were processed within the relevant timeframes, resulting in a 100% 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 Q2, this is attributed to the efficiency of the Estate Officers. The applications that were processed included the likes of energy saving devices, changes to doors and windows, installation of garden buildings.

If performance is currently not on target, what action are you taking to improve performance:
No further action is required; performance will be monitored.





Estate Inspections and Estate Caretakers

No.	Measure	Q1 2026	Q2 2026	Q2 2025	Trend	Target	YE 2025
20	Number of planned estate inspections completed to target	33	33	25		Report	94
21	% of planned estate inspections completed to target	100%	100%	100%		100%	100%
22	Number of caretaker courtyard inspections and planned works completed to target	277	237	248		100%	950
23	% of caretaker courtyards completed to target	100%	100%	92%		100%	95%
24	Number of monthly block inspections completed to target	46	52	New 2026		4 per week/ 16 per month / 48-52 per quarter	New 2026
25	% of block inspections completed to target	96%	100%	New 2026		100%	New 2026
26	Number of weekly block compliance checks completed to target (fire alarm and water flush)	14	52	New 2026		4 per week / 16 per month / 48-52 per quarter	New 2026
27	% of weekly block compliance checks completed to target (fire alarm and water flush)	88%	100%	New 2026		100%	New 2026
28	Number of monthly block compliance checks completed to target (emergency lighting)	4	4	New 2026		4	New 2026
29	% of monthly block compliance checks completed to target (emergency lighting)	100%	100%	New 2026		100%	New 2026
30	Number of litter bins emptied to target	90	78	New 2026		Report	New 2026
31	% of litter bins emptied to target	100%	100%	New 2026		100%	New 2026
32	Number of estate caretaker repairs completed	4	6	New 2026		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 Q2, 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 52 inspections, 52 were completed in Q2 resulting in a 100% completion rate.

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 Q2, this included the included 2 fence repairs, 3 rails and 1 door handle at Smallhill Road apartments.

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 52 inspections across Lawley, 52 were completed resulting in a 100% completion rate.

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 2026	Q2 2026	Q2 2025	Trend	Target	YE 2025
33	Number of accidents reported	2	1	New for 2026		Report	New for 2026
34	Number of incidents reported	0	1	New for 2026		Report	New for 2026
35	Number of near misses reported	4	0	New for 2026		Report	New for 2026
36	Number of RIDDOR reportable accidents	0	0	New for 2026		Report	New for 2026
45	Annual tree inspections completed to target (Savills)	N/A	1	New for 2026		Report	New for 2026
46	Percentage of advised tree works completed to advised timescale (e.g. immediate 3/6/9/12 months)	100%	N/A	New for 2026		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 was one accident reported in April 2026:

1. One of the Estate Caretakers trapped his finger between a fold-up table while setting up for an event. The Estate Caretaker was informed to take extra care in future when performing this task. This was discussed further at the Estates and Stewardship team meeting to reinforce taking extra care.

Incident Reporting:

There was one incident reported in April 2026:

1. A colleague was lone working in the hub during closed business hours where a member of the public knocked on the door. The colleague dynamically assessed the situation, in line with the Lawley Community Hub risk assessment, unlocked and opened the door on the basis that they didn't feel the member of the public was high risk. However, the member of the public brushed past the colleague and entered the Hub. The individual was asking about the different groups that use the hub and also asked about welcome packs. To de-escalate the situation, the colleague provided the person with a welcome pack and the person then left. Following the incident, blinds have now been fitted, along with an open/closed sign and opening hours displayed on the front door of the hub, as control measures to prevent this risk event from happening in the future. As well as that, the clear desk policy was reinforced to the team to ensure any personal or sensitive documents are locked away. Daily checks are carried out to ensure the policy is being complied with. In addition, the Estates and Stewardship Manager has updated the risk assessment. The additional information to the risk assessment is set out below:

    - The risk assessment states that team members are not to open the door to a member of the public outside of the hub opening hours whilst lone working. This does not include members of the public that are either known to BVT or someone we are expecting to arrive at the hub, for example, committee members, members of the parish council, delivery drivers.
    - The risk assessment also states that team members are to dynamically risk assess contact with the public outside of the opening hours when working in the office with two or more members of staff present. This does not apply to lone working.

These changes to the risk assessment were discussed with all members of the team at the next team meeting, at all individual 1-1s and all colleagues are in the process of reviewing it individually and signing it off.

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 Q2, the tree consultant, Savills, conducted the annual tree survey in Lawley. It was determined that works were required on two trees (remove two silver birch trees to ground level). However, they are currently located within the NAPR (Non-Adopted Public Realm) and this information has been communicated to the Developer Group to take ownership of and action.

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 2026	Q2 2026	Q2 2025	Trend	Target	YE 2025
47	Change of Ownership Number of Instructions	28	46	24		Report	142
48	Change of Ownership Number of completions	24	15	24		Report	110
49	Change of Ownership Number of in progress	279	354	182		Report	95
50	Change of Ownership Number withdrawn	0	0	0		Report	0
51	Average timescale for dealing with solicitor pack requests (working days)	21	17	New 2026		5	New 2026
52	Average timescale for completion of the process	TBC	TBC	New 2026		5	New 2026
53	Transfer of Equity Number of Instructions	4	0	10		Report	19
54	Transfer of Equity Number of completions	3	0	6		Report	13
55	Transfer of Equity Number of in progress	42	48	24		Report	13
56	Transfer of Equity Number withdrawn	0	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 are more in Q2 2026 when compared to the same period in 2025. New completions are less in Q2 2026 when compared to the same period in 2025.

Transfer of Equity
A 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 0 instructions, 0 completions and 0 withdrawn during Q2. 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 2026	Q2 2026	Q2 2025	Trend	Target	YE 2025
69	Number of expressions of dissatisfaction received	2	1	1		Report	12
70	Number of formal complaints received	1	2	6		Report	12
71	% of formal complaints responded to within target time	100%	100%	95%		Report	100%
72	Number of compliments received	1	5	0		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 Q2 2026, one expression of dissatisfaction was raised regarding an increase in charges, lack of consultation on this, lack of clarity on the charges, and shortcomings with the service provided.

During the same period, two formal complaints were raised. Please see details below of the issues and the outcomes:

- The first stage 1 complaint of Q2 was regarding our handling of noise disturbance and anti-social behaviour. The complaint was partially upheld on the basis of the information previously given by one of the Estates Officer, letters being issued to residents but being unable to confirm what action was taken by the former Estates and Stewardship Manager.

- The second stage 1 complaint of the quarter was regarding the working practices and conduct of an M&BG grounds maintenance operative whilst working in close proximity to two members of the general public. The complaint was partially upheld on the basis of differing accounts from the member of the public and the operative from M&BG.

The operatives have been reminded of their responsibilities when working in areas used by residents and members of the public, particularly in relation to:
- Safe working practices.
- Maintaining appropriate exclusion zones where required.
- Following approved Risk Assessments and Method Statements (RAMS).
- Treating residents and members of the public with courtesy and respect at all times.

In Q2 2026, we received five compliments for Estate Officers, Estate Caretakers and M&BG. One example was for the Estate Officers' work in hand delivering letters regarding parking issues. This figure is an increase from 0 compliments for the same period in 2025.

If performance is not currently on target, what are the reasons for this:
No performance issues to raise for these KPIs.

If performance is currently not on target, what action are you taking to improve performance:
No performance issues to raise for these KPIs.

Community Development & Partnerships

No.	Measure	Q1 2026	Q2 2026	Q2 2025	Trend	Target	YE 2025
73	Number of community volunteers in our community places	14	16	70		Report	225
74	Number of voluntary hours in our community places	31.5	36	150		Report	701
75	Number of BVT involved residents	28	29	26		Report	108
76	Number of organisations using community places (Lawley Hub)	40	63	45		Report	162
77	Total occupancy rates for BVT community places % (Lawley Hub)	7.5%	5%	7.9%		Report	7.7%
78	Number of young people engaged in youth activities	427	146	957		Report	3664
79	Number of older adults taking part in social activities across neighbourhoods	43	25	387		Report	1349
80	Number of residents/ service users involved in formal/ informal consultation groups	28	2951	250		Report	3592
81	Number of community groups or organisations supported	86	117	126		Report	532
82	Total number of partners in contact with an offer of support, collaboration or information each month	288	369	310		Report	1290
83	Number of BVT hosted community involvement community events & activities taken place	22	27	63		Report	229
84	Number of external community partnership events & activities that BVT have attended or supported	2	25	9		Report	35
85	£ social value generated through community development activities	£131,470	£40,534	£124,506		Report	£1,143,242
86	Satisfaction with community events and activities	See commentary	See commentary	See commentary		Report	See commentary

Performance commentary:

Community volunteers:
In Q2, 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 armed forces drop-ins and the Telford Bereavement Group. The figure also included volunteering in our local area for litter picking and helping at the easter activities. This is an increase from previous months. This was because of seasonal changes improving the weather conditions and school holiday activities.

Total occupancy rates for BVT community places:
In Q2, the total occupancy rates for use of the hub did decrease. For example, the decrease in May was due to partners cancelling some of their sessions due to volunteer/staff holidays, bank holidays, and school holidays. In addition, our church group with a regular booking has moved their events outside for the season in the better weather, rather than at the hub.

In May, a 90% satisfaction rating was recorded, with community events and activities viewed as positive for outreach and activities in Lawley. Surveys were conducted as part of focused case studies this month, highlighting the impact of community grant funding and regular social activities being supported. Positive comments were received about the welcoming atmosphere at the hub from the Armed Forces Group.

Young people engaged in youth activities:
Q2 saw the number of young people involved in youth activities decrease when compared to Q1 2026. There are often seasonal increases or decreases in this KPI due to school holidays and weather conditions. In addition, there was some long-term sickness which has been taken into account. In April, 106 young people engaged in youth activities across Lawley. Engagement this month included 74 Children's Holiday Activities and youth opportunities supported by our Eileen Hewer Grants such as Lawley Youth Group activities. In May, 40 young people engaged in youth activities across Lawley.

Older people taking part in social activities:
Q2 saw the number of older people involved in social activities decrease compared to Q1 2026. In April, 8 older adults took part in social activities across Lawley. Participation this month included accompanying the Bereavement Group, Armed Forces Tea and Toast, and community projects. In addition, a project was delivered in May by the Community Development and Partnerships Officer. The Officer worked with a number of care homes and schools in Lawley to deliver trees as part of a tree-planting project.

Number of residents/ service users involved in formal/informal consultation groups
In Q2, the figure increased compared to Q1 2026 because of the Lawley Management Committee election process. 2,930 voting ballots papers were issued to every home, allowing charge payers to vote in the election.

New social value indicator:
In Q2, community development activities generated £40,534 in social value across Lawley.

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 older adults, young people taking part in social activities across neighbourhoods and the usage of the hub. In terms of the number of older adults and young people taking part in activities, the figures can vary due to when events fall in the calendar which was the case during quarter 2. In addition, there was some long-term sickness which has been taken into account, bookings being cancelled due to volunteer and hirer holidays, and groups choosing to meet outdoors rather than use the hub due to the better weather.

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. We have a new regular weekly booking that started in July 2026 called the Healthy Lifestyles Clinic that is run by Telford and Wrekin Council. In addition, the Estates and Stewardship Manager continues to work with the Customer Communications Officer to promote the hiring of the hub via social media and on the website.

Grounds Maintenance

No.	Measure	Q1 2026	Q2 2026	Q2 2025	Trend	Target	YE 2025
1	Programme of work complete against agreed specification for each neighbourhood	33	33	New 2026		33	New 2026
2	% of inspections complete against planned calendar	100%	100%	New 2026		100%	New 2026
3	Number of Quality Audits completed	3	3	New 2026		3	New 2026
4	Average score of Quality Audits	100%	100%	New 2026		100%	New 2026
5	Number of rectifications needed against programme of work	0	0	New 2026		0	New 2026
6	Percentage of residents satisfied with Grounds Maintenance in their neighbourhood	97%	98%	New 2026		85%	New 2026
7	Number of expressions of dissatisfaction received	0	0	New 2026		0	New 2026
8	Number of formal complaints received	0	1	New 2026		0	New 2026
9	% of formal complaints responded to within target time	0	100%	New 2026		0	New 2026
10	Number of compliments received	0	1	New 2026		0	New 2026
11	Number of Accidents reported	0	0	New 2026		0	New 2026
12	Number of incidents reported	0	1	New 2026		0	New 2026
13	Number of near misses reported	0	0	New 2026		0	New 2026
14	Number of RIDDOR reportable accidents	0	0	New 2026		0	New 2026
15	Percentage of mandatory health checks completed	12	12	New 2026		Report	New 2026
16	Number of competency job-related training course completed	6	0	New 2026		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 Q2, 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 Q2 against a target of 85%. One of the negative items of feedback was recorded concerning grass cutting on Walkiss Crescent. This was investigated by the Estate Officer, and it was determined that the section in question is kept neat and tidy and cut on regular basis during cutting season. The second item of feedback was concerning the chemicals that are applied to the hard surfaces on Phase 1A. The chemicals that are used have undergone a full COSHH (Control of Substances Hazardous to Health) risk assessment for all works involving their application. For both items of feedback listed, the Estates and Stewardship Team will continue to monitor the areas as part of their regular inspections and will raise any issues that need addressing.

Expressions of dissatisfaction, formal complaints and compliments.
There were no expressions of dissatisfaction.

There was one formal complaint raised regarding the working practices and behaviour of an operative working in close proximity to two members of the public on Dawley Road. The complaint was investigated and resolved by BVT. M&BG carried out their own investigation into the incident and followed their internal processes.

One compliment was received by a resident of the Bryce Way apartments after works were completed to reduce the height of shrubs that were encroaching the space around an apartment window.

Health and safety incidents
There was 1 incident raised during Q2, which was the aforementioned incident that led to the formal complaint being raised. As a result of the incident, M&BG delivered a toolbox talk and reminded all operatives of their responsibilities when working in areas used by residents and members of the public.

Health Checks and Operative Training
During Q2, health checks were carried out on M&BG's vehicles by the Contracts Manager, focusing on fluid and oil levels, brake lights and indicators, and the interior of the vehicles (steering wheel, gear stick, seatbelt, general cleanliness).

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.

Lawley Management Committee	
Date	**1st September 2026**
Item 10	**Progress on Lawley Projects 2026**
Author	**Mike Cunneen**
Contact Details	**michaelcunneen@bvt.org.uk**

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 are a number of projects that the Estates and Stewardship Manager (E&SM) is leading on and supporting. 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 - Completed

A report was presented to Committee on 12th May 2026 with a recommendation to approve the extension of the contract by two years to commence from 1st January 2027. The Committee approved the extension of the contract and M&BG will continue to deliver grounds maintenance services across Lawley.

Block Cleaning and Window Cleaning Contract – In progress

We received a number of tender submissions for both services, the working group, including a number of residents, evaluated and scored the submissions. An informal meeting was then held with the bidder that was successful in the evaluation stage for both contracts. The contract process is now at a stage where the decision to award the contract is being approved by BVT.

Management of the SuDs – In progress

The E&S Manager has reached out to another housing association and has obtained contract information including the specification and the inspection schedule. The aim was to get an understanding of how SuDs services are managed across public open spaces. The E&S Manager and the Head of Estates and Stewardship are continuing to work on this project in order to shape the services that are specific to Lawley.

Handover of the NAPR and Remaining Phases – In progress

The Head of Estates and Stewardship and the E&S Manager (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 - Completed

The Lawley Management Committee (LMC) elections project has been delivered where three new members were elected along with the Chair of the Committee retaining their position as a Committee member. On 7 July 2026, the Committee approved the appointment of the candidates for four-year terms to the LMC in accordance with the election results.

Estates and Stewardship Contract Tenders – In progress

E&S Managers are leading on the procurement of a number of service contracts including: tree management, drains, general repairs and lighting. The E&S Managers are continuing with the work on these tenders whereby the market will be tested, and three quotes will be obtained for each service to award contracts for each one.

Five-year review of Lawley Sinking Funds – In progress

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 – In progress

The Head of Estates and Stewardship and the E&S Manager 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. At present, the GIS mapping provider are submitting a number of queries to BVT in order for clarification of the boundaries to be provided. The deadline to deliver this project is 30th September 2026.

Lawley Management Committee	
Date	**1st September 2026**
Item 11	**Community Development & Partnership Report**
Author	**Lin Powell** **Community Development & Partnerships Officer (CD&PO)**
Contact Details	**lindseypowell@bvt.org.uk** **07702894540**

1. Purpose of Report

The purpose of this report is to inform Committee about the Community Development and Partnerships activities undertaken in Lawley during Quarter 2 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 a constantly aware that any money spent is simply held in trust by BVT and must be for the benefit of the community in Lawley.

Where relevant, this report also summarises engagement with less formal groups of residents, such as BVT Sounding Group, Lawley Armed Forces Network and discussions held with individual residents at events.

10. **Partnership Engagement**

During Q2 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 – Q2 Community Report

11.1 Outreach

A plethora of organisations, businesses, and community groups are engaging with us and continuing their bookings at Lawley Community Hub. In addition, many of the wider BVT teams use the hub as a meeting point for connecting with residents in the local area, holding meetings with outside partners and working with contractors, most notably in this quarter when hosting a joint meeting with the developer group. This provides local access to valuable support avenues for our residents; particularly useful for those with limited mobility/transportation, helps keep Lawley at the heart of our decision-making processes and is an additional source of income for the hub. Additionally, we use our community events to promote these opportunities, support partners and engage with residents.

- **Outreach@thehub** – We actively support a variety of opportunities and initiatives in Lawley that continue to reflect strong partnership working and community engagement. We work hard to make connections between local services so our residents can access a wide range of services effectively. For example, here is Tom from DeafnAble meeting with our Armed Forces Tea and Toast veterans as many service personnel experience hearing loss as a result of their military duties.

- **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. As part of our commitment to offering quality services, we are always striving to improve. We are supporting Family Hubs increase their engagement and using the coffee morning to help develop connections with other agencies that may be able to partner with them.

- **Telford Bereavement Group** – A notable success story includes, celebrating with Shane who has won the Shrewsbury Mayor's award for her excellent volunteer work and the difference she makes to those in need of support after the loss of a loved one. We are planning to nominate her for the BBC Make a Difference awards. Congratulations and well done to Shane from everyone at BVT.

11.2 Partnerships

- **Community Coffee Morning** – The summer event was held on 25th June with excellent engagement and attendance from partners. Partners engaging in this event included TWC CVS (and its branching agencies), Healthwatch, Community Resource, the Women's Institute, Puddleducks, Scouts, Walking for Wellbeing, Wrekin Housing, Samaritans, Street Champions, LOPC, Tel Doc, Healthy Telford, Shropshire Bereavement Group and Home Instead. These networking event showcase our hub space for hire and help to form a mutually beneficial contacts web centred around Lawley.

- **Lawley Community Consortium (LCC)** – The consortium has now been disbanded. Funding has been secured for a further two years' worth of events covering the anchor events in 2027 and 2028, as previously agreed by the consortium. This year, in partnership with LOPC, we have received a grant of £10,00 for Summerfest, Lawley 5k Fun Run and Christmas event, plus an additional £1000 for the Children's Holiday Activities at Easter. We have been notified that there is still funding available for projects via applications to TWC, we are reviewing local improvements that would make a successful business case when submitted to the fund.

- **Funding streams and fundraising –**
    - **Funding pooling** – We continue to 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 buy 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. The first phase of this project with schools and care homes has been delivered and we are working with M&BG to secure the second phase, they are contributing their social value commitments for the year to the project. See **Appendix C** for a video of our partners.

- **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:
    - Drop-in events and social media campaigning to raise engagement in the LMC election process. Letters were sent to all residents for the voting procedure.

- 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 was held quarterly and details can be found in the communications report.

- **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 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:
April	This period we have had 13 Enquiries including: New to area seeking activities, alterations x2, estates questions, alteration process, letters received from BVT x3, elections x2, dog charity event, community groups, local estate agents to the area looking for activities and opportunities.
May	This period we have had 14 Enquiries including: alteration advice, safe space request seeking support (referred to police and safeguarding), safe space seeking help with pension/financial, developers compound on roadway, land registry, use of little lending library, printing a copy of solicitors letter for neighbour dispute, garden breach, use of internet and printer, working from the office for hotdesking, dropping off leaflets for events x2, flyers for local groups, developer issue for resident,
June	For this period resident enquiries included: community activities and events, access to local food banks, healthy lifestyles connection with Public Health from TWC, concerns about neighbouring trees, issues to report around cars and neighbours houses, drop-ins for SEND IASS, drop-ins queries for tenants surgeries.

- **Virtual Noticeboard –** This continues to be a popular medium for supporting partners, increasing our engagement with our residents and consultations. Through the Virtual Noticeboard we connect with over 300 contacts monthly and 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. We intend to attend future meetings alongside BVT Lightmoor colleagues. Previous networking with them has led to our partnership working with Anta Education for an Eileen Hewer grant, useful insight into social prescribing and work with the Lingen Davies Trust.

- **Businesses & Sponsorship**
  - **Lawley 5k Fun Run** – Previous sponsors are being contacted about donations and support for this year's event. Appeals on the social media pages have also gone out for new sponsors, as well as contacting local businesses directly.
  - **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.

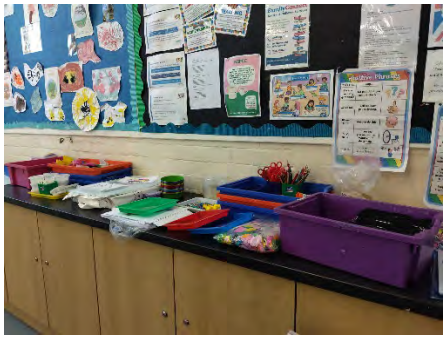
- **Charitable endeavours –** For 2026 the chosen charity we are supporting is Severn Hospice, this includes funds raised from the main anchor events we facilitate in partnership with LOPC. We have also been supporting Lingen Davies Trust who are working in the local area to promote their Sunflower Appeal, which is fundraising to provide a cancer treatment centre at the Princess Royal Hospital in Telford.

- **Estate Dates –** Elle from Wrekin Housing joined our Estates team for their regular walk round and chance to connect with residents and view the local landscape. This partnership working is a fundamental tool for promoting collaboration with other agencies and effective contacts for our residents regardless of tenure.

The Wrekin Housing Group

11.3 Events

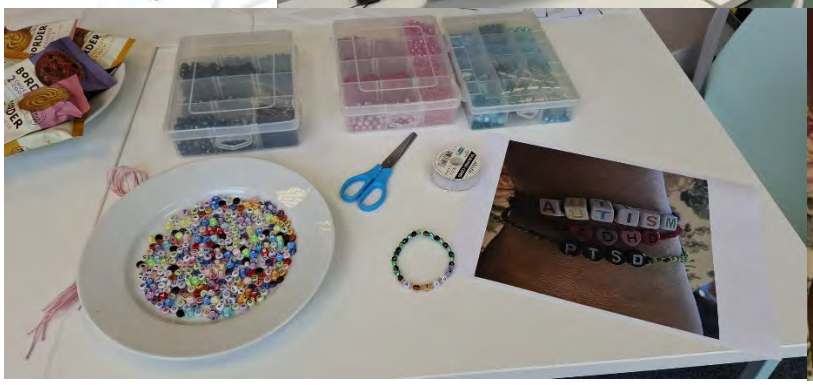
- **Children's Holiday Activities –** A selection of activities and opportunities have been planned for Easter school holidays and planning for the six weeks holiday has also commenced. This is a joint programme with BVT Lightmoor and LOPC. These include Easter activities for: magic workshops, science 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.



- **Tree planting project** – We have been working with community schools, nurseries and care homes to plant a variety of fruit trees and this month saw 8 site visits with participants engaging in the project. Trees included apple, cherry, pear and plum trees, plus some lavender and rosemary. Further planting is set for the wider area with M&BG completing the planting, of hazelnut, almond, chestnut and walnut trees, for free as their contribution to the social value aspect of their GM contract. The project had been funded by a grant from the International Tree Foundations and part from the Lawley Community Development activities budget. We have received excellent press coverage for this through articles submitted to Telford Live and Shropshire star by our Communications Officer. See **Appendix C** for more information or read our news release from our website: [Lawley Village - Community orchard project brings new fruit trees and wildlife benefits to Lawley]

Media coverage:
https://www.shropshirestar.com/your-world/hundreds-more-trees-planted-across-lawley-in-community-green-initiative-8816025
https://www.telford-live.com/2026/07/community-orchard-project-brings-new-fruit-trees-and-wildlife-benefits-to-lawley/

- **SEND IASS** – This group held a special half-term pop-up event with crafts at Lawley Community Hub to support those working parents who may not be able to attend in term time, this was requested by service users. We had one parent attend and have a lengthy consultation with the representatives, who were directly able to make referrals and put an action plan in place to support this family. The wait time for the services is then reduced and SEND IASS act as an intermediary between schools and families where communications may have broken down. BVT supported the event by providing the bistro space and offering an activity for children to customise their own awareness bracelets.



- **Lawley Well-Dressing** – Telford Methodist Circuit group are planning new activities in partnership with St John's Church in Lawley. In June, they hosted a very successful a 'Well Dressing' event at the hobgoblin well sited at Lawley Gate! We supported their planning teams with risk assessments, planning children's activities and promotion with schools. This has been part of our ongoing mentoring with the group to help them grow in confidence to deliver and grow their own events.

"Bright and Beautiful" was a celebration of spring in Lawley. Over two days, people of all ages scavenged materials on a nature hunt, created a picture in a clay-filled wooden frame and used it to decorate the well at Lawley Gate.

Decorating wells echoes the tradition of well-dressing that comes from the villages of north Derbyshire. It recognises the importance of water and how our human lives are connected to nature.

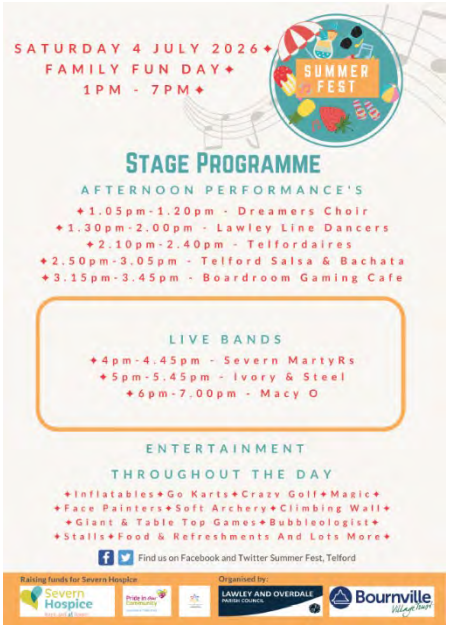
Well-dressing reflects the Christian belief that the whole of creation is a beautiful gift and an expression of God's love. At our event we sang the hymn "All Things Bright and Beautiful."

Quote from Rev Scott, the Team Vicar at St John's Lawley
"Bright and Beautiful" was jointly organised by the Central Telford Parish and the Telford Methodist Circuit.

- **Baby Weaning –** Following the success of the Baby Weaning workshop in March from the Eatwell team to offer practical advice on nutrition and safe feeding methods, often lifesaving in nature, we have booked for a future course to take place in July.

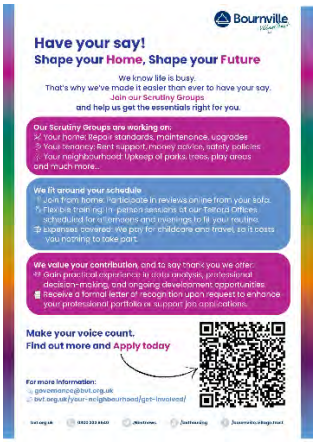
- **Anchor Events** - Funding has been confirmed for next year from LCC with a £10,000 grant awarded to LOPC to deliver the events. We continue to work strongly in partnership with LOPC to deliver these well-loved community engagement events. BVT have committed funding to the three anchor events, which include:

    - Summerfest 4th July - The timings of the day for Summerfest have been amended to 1-7pm from 1-9pm, following feedback from stakeholders. Planning is in its final stages, and we are asking for volunteers from the wider BVT teams, committee members and trustees.
    - 5k Fun Run 5th Sept – This has been expanded to 350 runners, seeing an increase from the historic number of 250 entrants.
    - Christmas 5th Dec – We have received confirmation that Lawley Primary School would like to offer their facilities free of charge to host the event again this year, following two successful events there. This is an excellent result as securing winter venues large enough to host such an event is extremely difficult.



11.4 Networking

- **Scrutiny –** We held a scrutiny drop in with BVT's scrutiny officer, Maryam Ali, who also wants to meet with the teams and work with us to promote scrutiny opportunities for all our residents. Maryam spent time with Mark from LMC to discuss the resident involvement and routes to consultations. She is also planning to attend Summerfest and provide a BVT scrutiny stall to raise the profile of these opportunities for our residents, we have been advertising these across various platforms to promote them. This links into the new welcome pages in **Appendix D**, further information in **Section 11.6**.



- **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. The event saw one resident engaging and giving valuable feedback. 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 they provide opportunity for residents to discuss the community charge letters and community activities, there are two core members of this group who attend regularly.

- **Youth Forum** – We had good engagement from our youth population via school holiday activities, Urban games and youth activities. We have also supported the local Youth Group directly by providing an Eileen Hewer grant to purchase sporting equipment. Our chair of trustees, Caroline Cabdury, visited the group to hear from the young people and youth leaders first hand. A full social value report is available in **Appendix E**.

- **Lawley Armed Forces Network** – The monthly drop-ins have been very well attended and representatives from Public Health and TWC attended to offer support to residents. We have started case studies with this group. We have visited Smallwoods to help connect the with veterans in the local area for an event in Lightmoor, we are well known in Telford for championing support and opportunities for veterans. A social value report from a case study highlighting the impact of this work is available in **Appendix F**.

- **Lawley Village Green Group** – We have been supporting our green partners by promoting events across Telford. Closer to home, we have been creating a bee superhighway with our tree planting project, read more in **Appendix C**. In addition, we have been showcasing our green open spaces for residents to get outside and enjoy during love parks week, and we are currently producing an activity booklet for children.

- **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 our children's activities that are free for children who attended.
    - We are looking to add a sculpture with bulb planting in the local area to enhance the space, this project is ongoing.

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

11.5 Eileen Hewer Community Fund Grants 2026

The fund refreshed to £25,000 in Q1, however some of the grants from December carried forward into Q1 as they are processed and delivered (Q1 figures are included for context for new committee members).

- **ANTA Training CIC** have had another attendee from Lawley for a course funded (£150), for a young man to complete a vocational qualification leading to employment.
- **Lawley Running Club** We have therefore, proceeded with their grant funding for a PA system, 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.
- **Telford Steam Railway** have now provided their updated quote for new gates, which was agreed by the EH panel. We have approved their grant £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 **approved** from Q1:

- 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 held a fundraising event with Lawley Village Line Dancing Club; we 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.

We have had three Small Grant Applications **approved** from Q2:

- We have had an application from Lawley Line Dancing Club who are raising money for Severn Hospice, they were awarded a £100 voucher *"as a raffle prize for their community event to raise additional funds for our Charity of the year and big prizes helps to encourage participation."*
- Lingen Davies Trust applied for a £300 grant. *"This grant will enable us to provide an appealing raffle prize, helping to increase participation and ticket sales at our community fundraising events. Funds raised will support Lingen Davies Cancer Support and the Sunflower Appeal, this will improve access to treatment and support for local people affected by cancer, ensuring care is available closer to home when it is needed most."*
- Newdale primary school have applied for a grant of £218.13 for gardening equipment, following on from our tree panting project they participated in. *"These*

resources will enable children to actively participate in gardening activities, helping them develop practical skills and an understanding of how to care for plants."

- In addition, we have had an enquiry from Telford Hall for more orchard trees and equipment, again following the tree planting project.

Current spending for 2026 is £618.13 for Qtr 2.

The total spending at this point of the year is £3,463.16

The remaining balance (from the £25,000) is now £21,536.84

This is reasonable compared with previous years. We have now had a good sample of small grants, which have been introduced this year providing a good range of applications for comparison, thus allowing the new procedure to be monitored and reviewed.

11.6 BVT Corporate

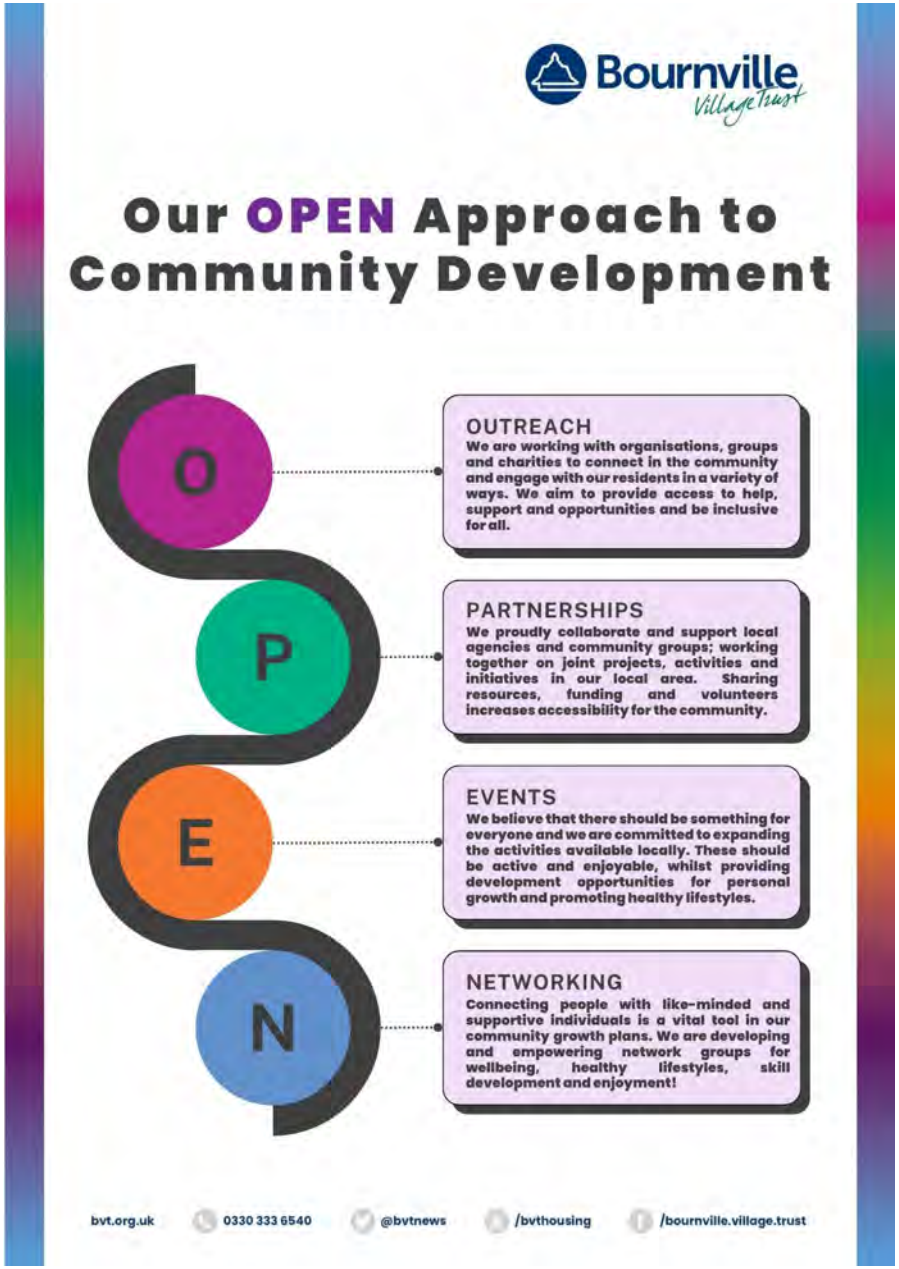
Your Community Welcome pages – Alongside the Communications Officer, we have been working to produce an information pack for signposting, similar to the very successful Welcome Packs, so that we can showcase the ways residents can get involved in their community. We have produced draft pages that streamline the information into three helpful subheadings (Have your say, Join in and Here to help) and we also have restructured the website to match according. The first drafts are show in **Appendix D**. Using this format should future proof the paper flyers and enable us to make changes through the website directly, making sure everyone has the most up to date information.

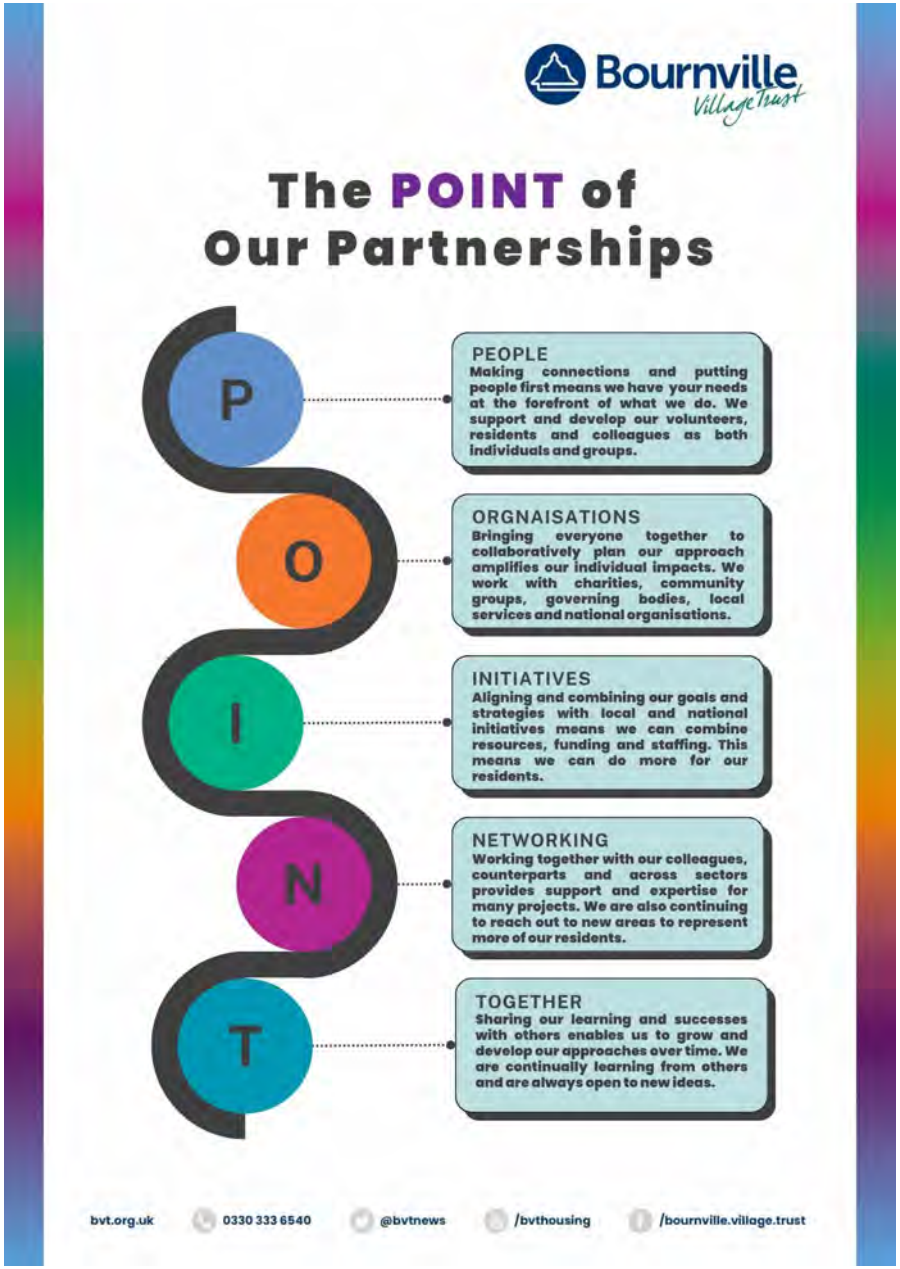
Satisfaction and social value – We are continuing to report social value by completing surveys and creating case studies using the HACT indicators. These reports contribute to a business-wide profile of added value as financial approximations from community initiatives that benefit residents. In Q2, community development activities generated £40,534 in social value across Lawley. This value was achieved through facilitating two projects, the Eileen Hewer grant for sports equipment for the Youth Group and the impacts of the Armed Forces Tea and Toast activities. The full social value reports are attached in **Appendices E and F** respectively.

In May, a 90% satisfaction rating was recorded with community events and activities was viewed as positive for outreach and activities in Lawley. Surveys were conducted as part of focused case studies this month, highlighted impact of community grant funding and regular social activities being supported. Positive comments were received about the welcoming atmosphere at the hub from the Armed Forces Group.

Case studies – we have been updating case study templates with our Communications Team to provide a framework for collecting feedback and insight into projects and events. We have combined the case study questions in with the social value indicators to make an effective and streamlined process for capturing the impacts of interventions on individuals and a tangible financial assessment. We have now begun the process of extending this approach with our case studies to the bereavement group and anticipate a high impact as there is a connection with improvement in healthy lifestyles and reduce substance addictions.

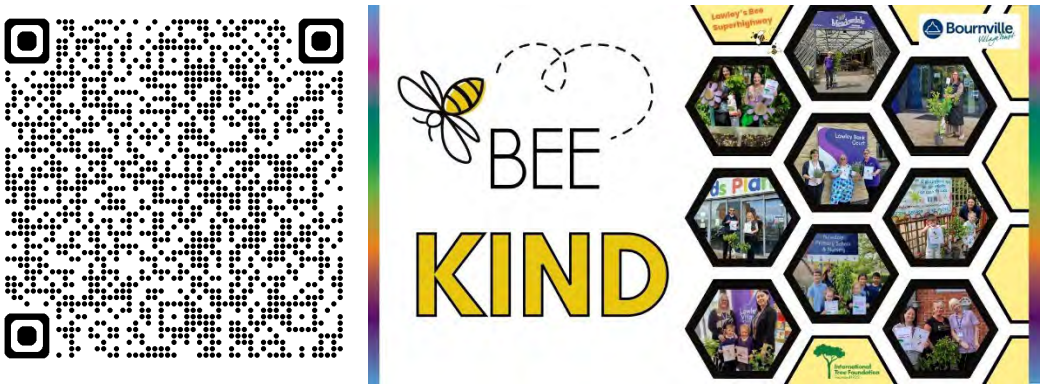
Appendix B – Community Development and Partnerships Strategy Threads





Appendix C – Tree planting project and bee superhighway

View the video here: https://canva.link/j3m6fi1e5m9tq47



Lawley Village - Community orchard project brings new fruit trees and wildlife benefits to Lawley

Press release from Donna Charway, Comms Officer.

Bournville Village Trust (BVT) has completed the first phase of an exciting community tree planting project in Lawley, helping to create greener spaces, support local wildlife and encourage community food growing.

Thanks to funding secured from the International Tree Foundation, BVT has planted a variety of fruit trees across the community, adding to the 371 trees it already manages within its stewardship area.

Working with local schools, nurseries, care providers, community organisations and residents, apple, cherry, pear and plum trees have been planted at:

- ***Lawley Village Primary Academy***
- ***Newdale Primary School & Nursery***
- ***Lawley Primary School***
- ***Telford Hall Care Home***
- ***Ladygrove Primary School***
- ***Sanctuary Supported Living***
- ***Kids Planet***
- ***Puddleducks***

The project forms part of BVT's ongoing commitment to improving the local environment while supporting the Incredible Edible initiative, which encourages communities to grow and share food locally.

The trees were supplied by Meadowdale Nurseries in Horsehay, which also provided expert advice on selecting the most suitable varieties for each location.

Benefits for people and wildlife

As well as providing seasonal fruit for local communities to enjoy in the future, the new trees will play an important role in supporting biodiversity.

Fruit trees blossom early in the year, providing a valuable source of nectar and pollen for bees and other pollinators emerging from winter. They also help create connected habitats, often known as "bee superhighways" or B-Lines, making it easier for wildlife to move through the landscape.

Later this year, BVT will begin the second phase of the project by planting almond, walnut, chestnut and hazelnut trees. These species will provide valuable food for birds and small mammals during the winter months while further strengthening biodiversity across Lawley.

The orchard project builds on a number of environmental initiatives already delivered by BVT and the Lawley Green Group, including planting herbs in community spaces, installing bug hotels and hedgehog homes, and distributing wildflower seeds to residents to help create pollinator-friendly habitats.

Lindsey Powell, Community Development & Partnership Officer at Bournville Village Trust, said:

"This project demonstrates what can be achieved when organisations and communities work together towards a shared goal. Securing funding from the International Tree Foundation has enabled us to expand our tree planting programme significantly, creating lasting environmental benefits while supporting local food growing and wildlife.

"We are extremely grateful to all of the schools, nurseries, care providers, community organisations, residents and project partners who have helped make this initiative a success."

Could your organisation host a tree?

BVT is now looking for additional locations for the second phase of planting later this year.

If your school, community group or organisation would like to host one of the new trees, we'd love to hear from you. Please email lawleystewardship@bvt.org.uk for more information.

Appendix D – Your Community Welcome DRAFT Pages (QR codes website to add)

Your Home
Your Village

Bournville Village Trust

Your Community

We are delighted to work with a wide range of organisations and partners to provide residents with opportunities to get involved in local activities, events and community groups.

Visit the Your Community section of our website to find out more about:

Have you say: We offer a range of opportunities for you to help shape the services you and your neighbours receive from us. Whether you have a little time or want to get more involved, there are lots of ways to take part.

Join in: Whatever your interest, there's an activity, event, or group waiting for you in Lawley and nearby. Whether you'd like to try something new, meet new people, or become part of a regular community group, there are plenty of ways to get involved.

How can we help?: We work with a range of partners and local organisations to provide outreach services and community coffee mornings at the Lawley Community Hub.

Lawley Community Hub: This is a fantastic community space located in the Village Square and is available to hire for local community groups, charities and organisations to meet.

To access this section on our website, simply scan the QR code on the right or visit
https://bvtlawleyvillage.org.uk/your-village

Call us on: 0300 333 6540

/BVTlawleyVillage

@BVT_Lawley

bvtlawleyvillage.org.uk

lawleystewardship@bvt.org.uk

Your Home
Your Village

Bournville Village Trust

Your Community
Have you say

Visit the Have your say section of our website to find out more about:

Lawley Management Committee: The resident-led Lawley Management Committee (LMC) oversees the work of BVT's Estates and Stewardship service in Lawley. The committee meets quarterly.

Pop-up Sounding Groups/Projects: If you would like to share your views without joining a formal consultation group, you can get involved through our pop-up sounding groups and project groups.

Estate Dates: Our estate officers regularly carry out estate inspections across all areas of Lawley: inspecting courtyards, green spaces and communal areas. Residents are welcome to join the estate officers during these inspections.

Communications Forum: We want residents to help shape how we communicate with the community. The forum meets four times a year, with each meeting focusing on a specific communication or topic.

Scrutiny Panel: Our resident scrutiny groups help review our services and make recommendations on how we can improve them. Groups include: Your Home Scrutiny Group, Your Tenancy Scrutiny Group and Your Neighbourhood Scrutiny Group

To access this section on our website, simply scan the QR code on the right or visit **https://bvtlawleyvillage.org.uk/your-village/your-community/have-your-say**

Call us on: 0300 333 6540

/BVTlawleyVillage

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lawleystewardship@bvt.org.uk

Your Home
Your Village

Bournville Village Trust

Your Community
Join in

Visit the Join in section of our website to find out more about:

Virtual Noticeboard: Every month we publish a virtual noticeboard packed with activities, events, clubs, and community groups taking place in Lawley and the surrounding areas.

Community Groups: We work in partnership with a wide range of groups and organisations that provide support, activities, and opportunities for local residents. Many of these networks are volunteer-led, creating great opportunities to meet others, share interests, and get involved in your community.

Online Newsletter: Want to keep up to date with the latest news, activities, events, and services from BVT? Sign up to our monthly newsletter and be the first to hear what's happening across our communities in Birmingham and Telford.

Events: We're delighted to work in partnership with Lawley and Overdale Parish Council to support and deliver a variety of community events throughout the year.

Volunteer: If you're looking to give something back to your community, there are plenty of opportunities to get involved. We also welcome enquiries about work experience opportunities.

To access this section on our website, simply scan the QR code on the right or visit **https://bvtlawleyvillage.org.uk/your-village/your-community/join-in**

Call us on: 0300 333 6540
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@BVT_Lawley
bvtlawleyvillage.org.uk
lawleystewardship@bvt.org.uk

Your Home
Your Village

Bournville Village Trust

Your Community
Here to help

Visit the Here to help section of our website to find out more about:

Outreach Groups: At Lawley Community Hub, we're proud to host a range of organisations that provide valuable services, advice and support for local residents. Whether you're looking for practical help, information, or simply an opportunity to connect with others, there's something available for everyone. Including:

- Telford Bereavement Group
- SEND IASS Support Sessions
- Citizens Advice Sessions
- BVT Tenants Surgeries
- Armed Forces Drop-in Group

Community Coffee Morning: Our Community Coffee Morning brings together local organisations, groups and service providers, giving residents the opportunity to learn more about what's happening in the area and the support available to them.

Eileen Hewer Community FUnd: Every year, the Eileen Hewer Community Fund provides grants to local groups and organisations working to benefit the Lawley community and its residents.

To find out dates for meetings visit our events calendar on the website.

To access this section on our website, simply scan the QR code on the right or visit **https://bvtlawleyvillage.org.uk/your-village/your-community/here-to-help**

Call us on: 0300 333 6540

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@BVT_Lawley

bvtlawleyvillage.org.uk

lawleystewardship@bvt.org.uk

Appendix E - Social Value Reporting: Lawley Youth Group Equipment Grant & Support

Name of Project/ Activity/ Service:	**Lawley Youth Group Equipment Grant & Support**
Dates of Project/ Activity/ Service:	*1/1/26 to 31/12/26*
Service area/ Team:	**Estates & Stewardship**
Aims and Values:	*What has it helped us achieve/ deliver against BVT aims and Values?* The aims and values this project have helped to deliver, have been numerous and varied. The goals of the project are to design and deliver events to support our young people and to ultimately improve participation in social activities in the neighbourhood. The impact the event on the wider community have been significant, from improved physical activity for youth, community cohesion, perceived reduction in anti-social behaviour and much more. Thus, demonstrating championing people and community building to be at the forefront of what we deliver.
Brief Description of what took place:	The Lawley Youth Group, led by the 4All Foundation, is a relatively new but valuable provision within the community, offering structured activities and a safe, inclusive space for local young people. Established within the last year and funded by the local parish council, the group has quickly become an important outlet for children and young people to engage in positive, social activities. Grant funding, from the BVT Lawley Eileen Hewer Community Fund awarded, to the group has been used to purchase sports equipment; including tennis sets and foot-golf resources. This investment has had an immediate and tangible impact. According to Area Leader Gemma Hargreaves, helps meet their aims by ensuring that "children attending the club have new equipment to play with." Access to engaging, high-quality equipment has helped to make sessions more appealing and enjoyable, encouraging regular attendance and sustained participation among young people. The availability of appropriate resources is a key factor in the group's success. As highlighted by the organiser, the funding has been "invaluable in providing funding for equipment," with the recognition that **"equipment is very important to keep children interested."** This demonstrates how relatively modest financial support can significantly enhance the quality of provision and improve outcomes for participants. Beyond the physical resources, the youth group plays a crucial social role within the local area. It provides children with "somewhere to come and play games and meet other children," offering opportunities to build friendships, develop social skills, and feel part of a community. For many attendees, this type of structured, supportive environment is essential in promoting confidence, wellbeing, and a sense of belonging. Feedback from those involved also highlights the wider value of the group. Comments note that "young people really appreciate the space," emphasising how important it is to have a dedicated place where they feel welcome and comfortable. The ability for youth workers, such as Ceri, to build relationships with attendees, commenting "it's great to get to know them". This further strengthens the impact of the provision, helping to create trusted connections between young people and positive role models. In addition to individual benefits, the project contributes to broader community outcomes. By providing a structured environment and meaningful activities, the youth group helps to reduce the likelihood of young people engaging in negative or anti-social behaviour. It offers a constructive alternative, encouraging young people to spend their time in a safe and supervised setting.

	Overall, the Lawley Youth Group demonstrates the significant impact that targeted funding and community-led provision can have. Through relatively simple interventions, such as investment in equipment and the creation of a welcoming space, the group has enhanced youth engagement, supported wellbeing, and strengthened community cohesion. Its continued development has the potential to further expand these benefits, ensuring that more young people in the area can access positive activities and support networks. A survey was created and shared with attendees to gather their views from both the young people and leaders. This led to 9 responses and useful feedback, which provided a good sample size with some from children and one from the group leader. As the grant was catered to support a particular demographic of our residents and included feedback questions relevant to joining a social group, confidence, the neighbourhood and overall satisfaction. The questions were aligned with the social value calculator questions from HACT and outcomes calculated. The survey indicated strong satisfaction, with 91% of respondents reporting they were satisfied or very satisfied with the group. Furthermore, there was a 9 out of 10 rating for this contact with BVT, highlighting its positive impact and added value to BVT's reputation in the community. The survey was analysed to indicate whether perceptions and feelings had changed before and after the event. There was a notable increase in feelings of confidence in new situations and that they participate in social activities more. The results were individually added to the outcome and targets to represents each person's individual gains. It demonstrates how catering events to meet the needs of group represented in the population profile can increase community cohesion, i.e. these residents feel included in the community by having their needs addressed and contributions to society celebrated. In May, an estimated £29,344 in social value was generated through the equipment from the grant. The valuation is based on feedback from 9 surveyed attendees, with approximately 30 young people attending on a regular basis overall, suggesting that further extrapolation could reveal an even greater impact.
Cost:	***£1181 total cost for the project which was funded by our grant funding.*** ***£29,344 was gained social value from the project.***
Numbers of residents taking part/ accessing:	The attendance was 14 young people on the day, 8 completed the survey and 30 attend regularly.
Social Value reported:	

Outcome	Target	Direct Wellbeing	Wellbeing Health Top-up	Total Wellbeing	Exchequer incl. Health	Total Social Value (not adj.)	Deadweight	Adjusted Total Wellbeing	Adjusted Total Social Value
Belong to neighbourhood	8	£24,894	£22,956	£47,850	£426	£48,276	10.1 %	£43,017	£43,400
Good neighbourhood	5	£28,015	£21,520	£49,535	£415	£49,950	50.4 %	£24,569	£24,775
Total Social Value forecast		£52,909	£44,476	£97,385	£841	£98,226		£67,587	£68,175

Feedback gathered and learning:	***Feedback from residents:*** When asked, what the young people thought of the youth group: *"Love it here!"* *"I think it's a really good way for kids to chill & make new friends."* *"I think it is a very good chance to meet new people."* *"I think I love it here. Just sometimes a bit too noisy for me."* When asked, what the young people thought we could add: *"Can we have more food, drinks and trips."* *"We need football and more trips."* Other verbal feedback during the visit, the young people said: *"Before coming here, I literally did nothing."* *"I had no friends before this group".* Comments following our visit: *Caroline Cadbury, Chair of the Trustees of Bournville Village Trust (BVT), recently visited Lawley Youth Club to see first-hand how funding from the Eileen Hewer Community Fund has helped expand the activities available to local young people.* *The grant, worth more than £1,000, enabled the youth club to purchase new golf football and tennis equipment, giving members even more opportunities to take part in sports and social activities.* *Lawley Youth Club, which is preparing to celebrate its first anniversary, is run by 4 All Foundation and takes place every Friday at Lawley Community Centre for young people aged 10–16.* *Gemma Hargreaves, from 4 All Foundation, said: "The youth club provides a safe and fun place for young people to attend. They can take part in a range of activities from sports to arts and crafts, as well as pool and darts. We are extremely grateful to Bournville Village Trust and the Eileen Hewer Community Fund for the grant, which has provided much-needed equipment."* *The Eileen Hewer Community Fund is managed by Bournville Village Trust and awards grants to groups and organisations working to benefit the Lawley community and its residents.* *Following her visit, Caroline Cadbury said: "It was fantastic to see first-hand the difference these grants are making to the local community. Speaking to the young people and seeing them enjoy the sports equipment bought through the grant was great."* *Young people attending the club have also spoken positively about the impact the group has had on their confidence and wellbeing.* *Freya, who attends Lawley Youth Club, said: "Before I came to the group I used to be nervous in new situations, but attending the group has really helped. I think it is a really good way for kids to chill and make new friends."*

What's Next?

We are aiming to do further publicity around the grant giving process and to use case studies to promote our new small grant applications. We were pleased with the successful response to the surveys and are planning to expand this as an arm to our consultation strategies.

Grants of up to £2,000 per year are available through the Eileen Hewer Community Fund. Funding can support community activities and projects, equipment for local groups, organisational or running costs, environmental improvements, facilities for residents and contributions to charitable causes that benefit Lawley. Applications can be made throughout the year and are reviewed by the resident-led Lawley Management Committee.

Photos of the day:

Appendix F - Social Value Reporting: Armed Forces Social & Support Group

Name of Project/ Activity/ Service:	**Armed Forces Social & Support Group Lawley**
Dates of Project/ Activity/ Service:	*1/1/26 to 31/12/26* *These sessions are held monthly on the third Friday of each month.*
Service area/ Team:	**Estates & Stewardship**
Aims and Values:	*What has it helped us achieve/ deliver against BVT aims and Values?* The aims and values this project have helped to deliver, have been numerous and varied. The goals of the project are to design and deliver activities to meet the needs of a group represented in the population profile and to ultimately improve the feeling of belonging in the neighbourhood. The impact the event on the wider community have been significant, from improved community cohesion, providing opportunities for disabled residents and much more. Using local organisations and support agencies to connect with the Armed Forces community and deliver these services strengthens community relations. Thus, demonstrating championing people and community building to be at the forefront of what we deliver.
Brief Description of what took place:	Every month, we are proud to host a welcoming and supportive Armed Forces drop-in session at the Lawley Community Hub. These sessions are open to all members of the armed forces community—whether currently serving personnel, veterans, or family members—offering a relaxed space to connect, chat, and access valuable support. Attendees can enjoy free refreshments while speaking with a range of organisations dedicated to improving wellbeing and providing practical assistance. The sessions are designed to be informal, friendly, and genuinely helpful for anyone who may benefit from advice, guidance, or simply a sense of community. Partner organisations attend to provide vital services and are on hand during sessions to offer advice, answer questions, and connect attendees with further support.

At recent drop-in sessions, we were delighted to welcome several organisations offering specialist support:

- **Community Resource** – A charity focused on improving life for individuals and communities facing challenges across Telford & Wrekin and Shropshire.
- **DeafNAble** – Supporting people with hearing loss while raising awareness and promoting prevention of deafness.
- **Healthwatch Telford and Wrekin** – The independent champion for users of health and social care services, ensuring that people remain at the heart of care provision.
- **Public Health Services** – Offering free blood pressure checks and health advice for members out in the community.
- **Wrekin Housing Group (part of Homes Group Plus)** – A representative from the housing group came to meet residents and tenants and offer support and signpost access to services.

Excellent verbal feedback was collected from attendees and compliments about the venue for the sessions. Typically, military personal experience hearing loss, joint problems and other health issues from their service, so these partners support the demographic of our area as we have lots of armed forces families living in Lawley, including both veterans and serving personnel.

We offered participants a chance to complete a case study to tell us their experiences. As the event was planned to cater for a particular demographic of our residents and included feedback questions relevant to the neighbourhood and overall satisfaction. The questions were aligned with the social value calculator questions from HACT and outcomes calculated.

So far, we have had one completed case study from a regular participant on behalf of her and her husband. The survey indicated strong satisfaction, with the respondent reporting they were 100% satisfied with the group. Furthermore, there was positive feedback about Lawley Community Hub, highlighting its positive impact and added value to BVT's reputation in the community.

The survey was analysed to indicate whether perceptions and feelings had changed before and after the event. There was a notable increase in feelings of belonging to the neighbourhood and that they like living in the neighbourhood more. It demonstrates how catering events to meet the needs of group represented in the population profile can increase community cohesion, i.e. these residents feel included in the community by having their needs addressed and contributions to society celebrated.

	In June an estimated £11,190 in social value was generated through this service. The valuation is based on feedback from one surveyed attendee, with approximately 12 people attending overall, suggesting that further extrapolation could reveal an even greater impact. Through Lawley Armed Forces Network, Bournville Village Trust supports serving personnel, veterans, and their families within the local community, helping to create opportunities for social connection, support and engagement.
Cost:	***£36 total cost for the project for the year, costing £3 per month for a loaf of bread and the butter.*** ***£11,190 was gained social value from the project for one resident.***
Numbers of residents taking part/ accessing:	The attendance is approximately12 monthly.
Social Value reported:	

Outcome	Target	Direct Wellbeing	Wellbeing Health Top-up	Total Wellbeing	Exchequer Incl. Health	Total Social Value (not adj.)	Deadweight	Adjusted Total Wellbeing	Adjusted Total Social Value
Able to obtain advice locally	1	£1,480	£1,390	£2,870	£86	£2,956	8.5 %	£2,626	£2,705
Belong to neighbourhood	1	£4,866	£4,487	£9,353	£86	£9,439	10.1 %	£8,408	£8,486
Total Social Value forecast		£6,346	£5,877	£12,223	£172	£12,395		£11,034	£11,190

Feedback gathered and learning:	***Feedback from residents:*** ***Michael and Wendy Smith*** *joined the Armed Forces Tea and Toast group at Lawley Community Hub to "socialise and meet people and chat amongst friends in a safe environment."* *Since attending, they have experienced clear wellbeing benefits, describing improved mental health and "a sense of being part of a group and a support network that helps each other."* *They speak very positively about the venue itself, calling it a "great friendly place" and "a real safe space," which has helped them feel comfortable and included.* *Their satisfaction with the group is extremely high, rating it* ***10 out of 10****, reflecting the strong impact it has had on their overall experience.* *They emphasise that new attendees should not feel discouraged, encouraging others to "take the plunge," noting that "it's only a small step and has many great benefits once you join."* *Looking to the future, they suggest expanding activities at the hub, including "book club, crafting, and social chat," which could further enhance opportunities for connection within the community.* *Overall, their story highlights how accessible, welcoming community spaces can play a vital role in improving wellbeing, reducing isolation, and building strong local support networks.* ***What's Next?*** We are looking to invite more local agencies to attend the group and offer support to residents. We were pleased with the successful response to the new case studies and are planning to expand this as an arm to our consultation strategies.

Photos of the activities:

Lawley Management Committee	
Date	**23rd July 2026**
Item 12	**Customer Communications Report**
Author	**Donna Charway Customer Communications Officer**
Contact Details	**DonnaCharway@bvt.org.uk 0300 333 6540**

1. Purpose of Report

The purpose of this report is to inform Committee of the PR & Communication activities that took place in Q2 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 Q2, the Customer Communications Officer (CCO) worked with the Community Development & Partnership Officer to review and update the community pages on the Lawley website. This provided an opportunity to simplify the area into three parts; have your say, join in and here to help showcasing the various ways residents can be supported and get involved. As the LMC committee elections were successfully contested, a new page detailing the nominees was created and reminding residents how important their vote was.

4.1 Website

- **Uploaded 66 grounds maintenance reports from across all phases.** A total of 66 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 40 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, Instagram and X (formerly Twitter) accounts. In addition, along with Lawley and Overdale Parish Council, the CCO manages dedicated pages for key community events including Summerfest and the Lawley 5K Fun Run.

During Quarter 2, a total of 151 updates and event posts were published across Facebook and Instagram. 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, ten videos were created, recorded, and shared during the quarter. These focused on key topics such as the resident-led committee elections, the role of the Estate Caretaker and community events. 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 partnership with the new communications officer at Lawley and Overdale Parish Council. Previously 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. Now with the extra support available from the parish council, by working in partnership, additional contents can be published to enhance the well-established and popular events within the village.

- **151 updates/events on Facebook/Instagram/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 ten videos.** Topics included the resident-led committee elections, role of the Estate Caretaker and before and after images of Estate Caretaker work.
- **Updated the Summerfest and Lawley 5K Facebook pages for the 2026 events**. Now working in partnership with Lawley & Overdale Parish Council to keep the pages fresh and updated to build upon the community work in Lawley.

4.3 Online newsletter

In 2026, we began issuing the online newsletter 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:

- June – Showcasing the estate caretaker & grounds maintenance teams and Summerfest
- May - Articles about Lawley included you said, we did and Lawley 5K fun run
- April – Articles about Lawley included you said, we did, Great British Spring Clean, LMC Elections, Niles, a Lawley resident who completed an education course thanks to the Eileen Hewer fund and a video about the role of the estate officer.

As the online newsletter is monthly, the average open rate has slightly decreased, which is expected. However, according to Mailchimp (who distribute the newsletter) our average open rate is still above the not-for-profit sectors (average in 2026 is 38.8% compared with 28% for non-profit organisations).

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 Q2 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

Carrying out the project plan for the 2026 LMC elections, this included videoing the chair and members of the committee to promote nominations. Creating pages on the website and regular communications both while the nomination period was open and during the voting process.

Grounds Maintenance Video Series

Building on the success of the estate caretaker video project in Q1, work began in Q2 on a new video series highlighting the role of our external grounds maintenance contractor, M&BG Ltd. The videos will provide residents with a better understanding of the contract, including its background, the range of work undertaken, maintenance schedules and answers to frequently asked questions. The series is due to be completed and published during Q2, helping to increase awareness and understanding of the service provided across our communities.

Community Involvement Information Pack

Following the launch of the new community involvement webpages, the Customer Communications Officer worked with the Community & Partnership Development Officer to develop a resident information pack, similar to the welcome pack, providing a single source of information on the many ways residents can get involved in their community. The pack will be finalised once the Community & Partnership Development Officer returns to work.

Lawley 5k fun run/Summerfest

Promotion for this year's flagship Summerfest and Lawley 5K fun run gathered pace during Q2. The Customer Communications Officer worked closely with the new Communications Officer at Lawley and Overdale Parish Council to deliver a coordinated promotional campaign. A communications plan was developed, with regular updates shared across the dedicated Summerfest Facebook page, the BVT Lawley Facebook page and the Lawley and Overdale Parish Council Facebook page, helping to maximise awareness and engagement ahead of the event.

Communications Forum

The Resident Communications Forum met in May to review the resident elections project and the welcome pack. Members provided constructive feedback on both initiatives, with their suggestions incorporated into the elections project plan and planned revisions to the welcome pack. Forum members also agreed that the next meeting will focus on reviewing resident letters relating to breaches, helping to ensure future communications are as clear and resident-friendly as possible.

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 second quarter of 2026, five news releases were written and issued:

- Community fund helps Lawley Youth club
- Community Orchard Project
- Lawley 5K fun run
- Summer Fest returns
- Shropshire Bereavement Group marks first anniversary at Lawley Community

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 Alongside securing media coverage for Lawley, the Customer Communications Officer continued to showcase the people and stories that make the community unique. During Q2, this included a feature on the BVT website about Shane, founder of the Shropshire Bereavement Group, highlighting the positive impact and ongoing success of the support group held at Lawley Community Hub.

The CCO also continued to promote a wide range of activities and events taking place at Lawley Community Hub and across the wider community, helping to raise awareness, encourage participation and celebrate the vibrant community life in Lawley.

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, Staff Brief and Staff Bulletin in Q2. This included:

- Volunteer appeal for Summer Fest
- Community fund helps Lawley Youth Club grow
- One year of supporting people through grief (Shropshire Bereavement Group)
- Lawley Estate & Stewardship Manager Mike Cunneen delivered a presentation at the Staff Brief on the renewal of the grounds maintenance contract.

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 B.

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

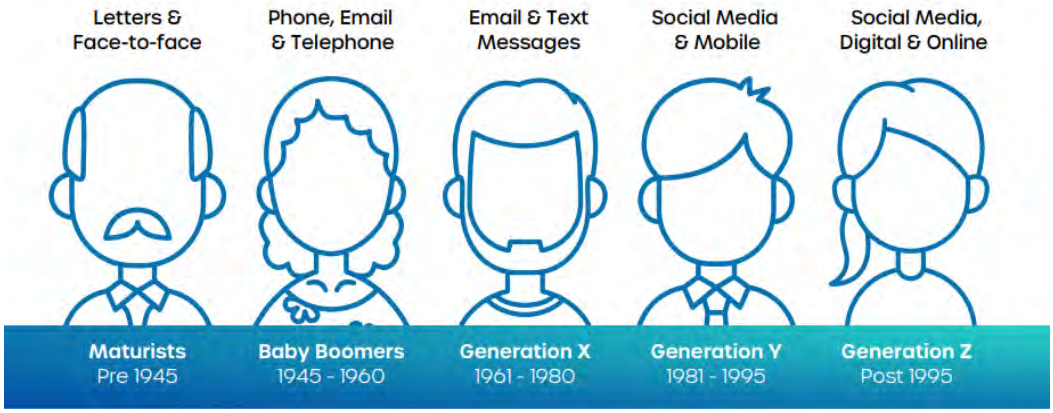
11. Equality, Equity, Diversity & Inclusion Impact

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

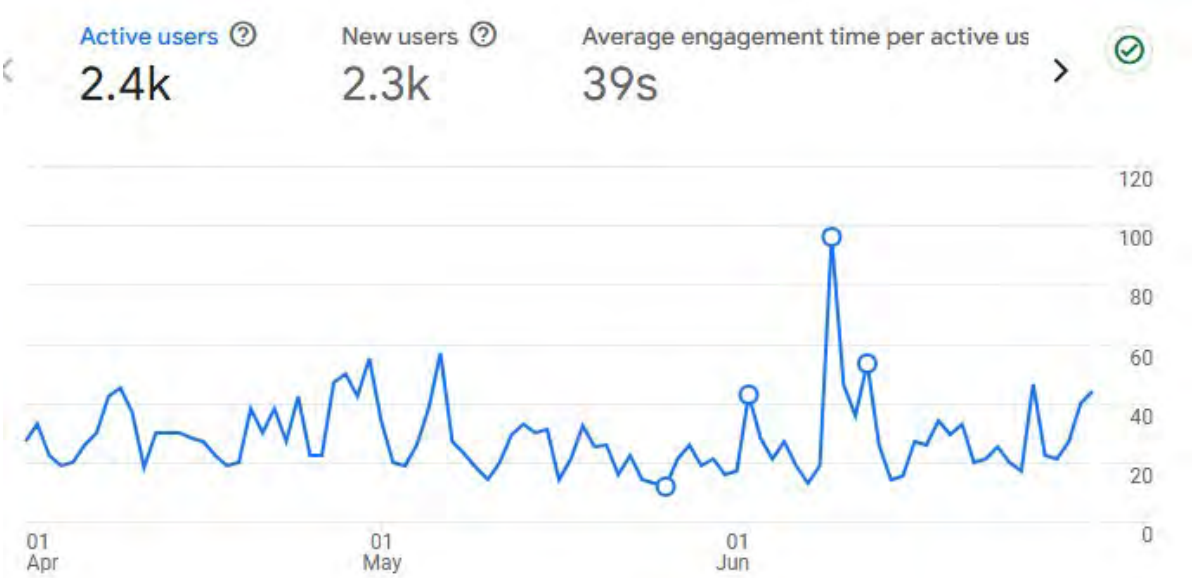
The report details the breath of communications and various methods used in Lawley and analyses the customer voice heard through these methods. This is achieved through website analysis and social media feedback. Providing timely and effective communications relating to Estates & Stewardship services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

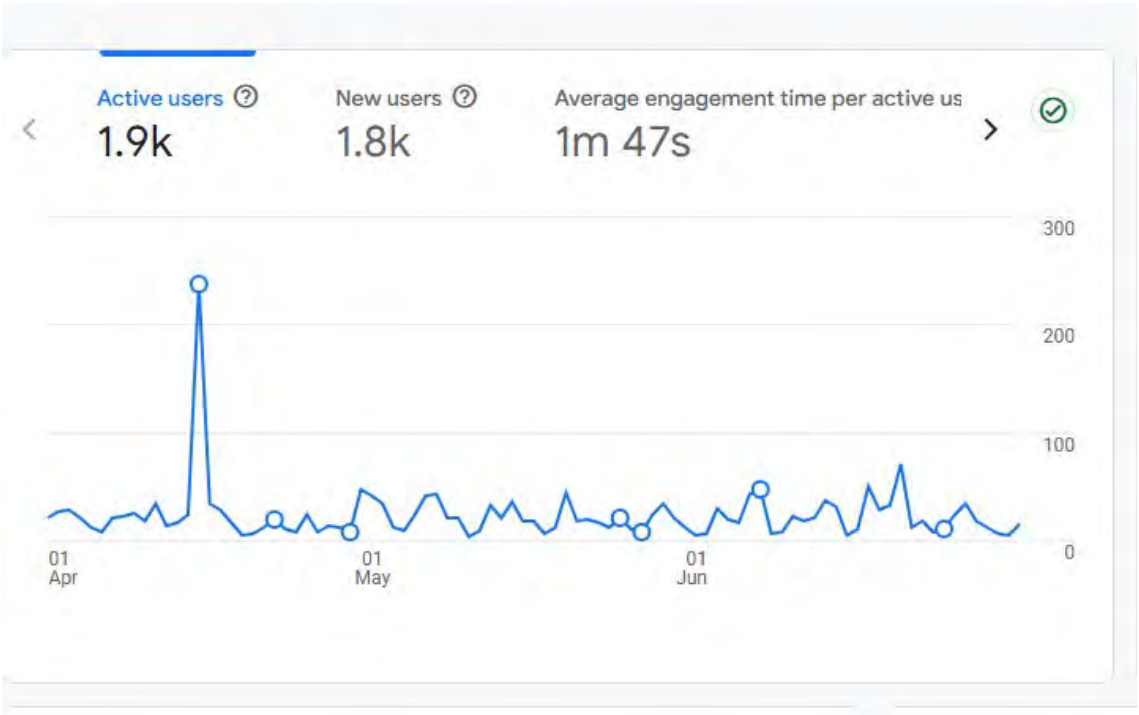
Website - Users

The graph illustrates the number of active users, during Q2 2026. Overall usage shows an increase compared with the same quarter of 2025 (2.4k v 1.9k). 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. In addition due to the elections, there were more visitors to the Lawley Management Committee page.

Website – Q2 2026



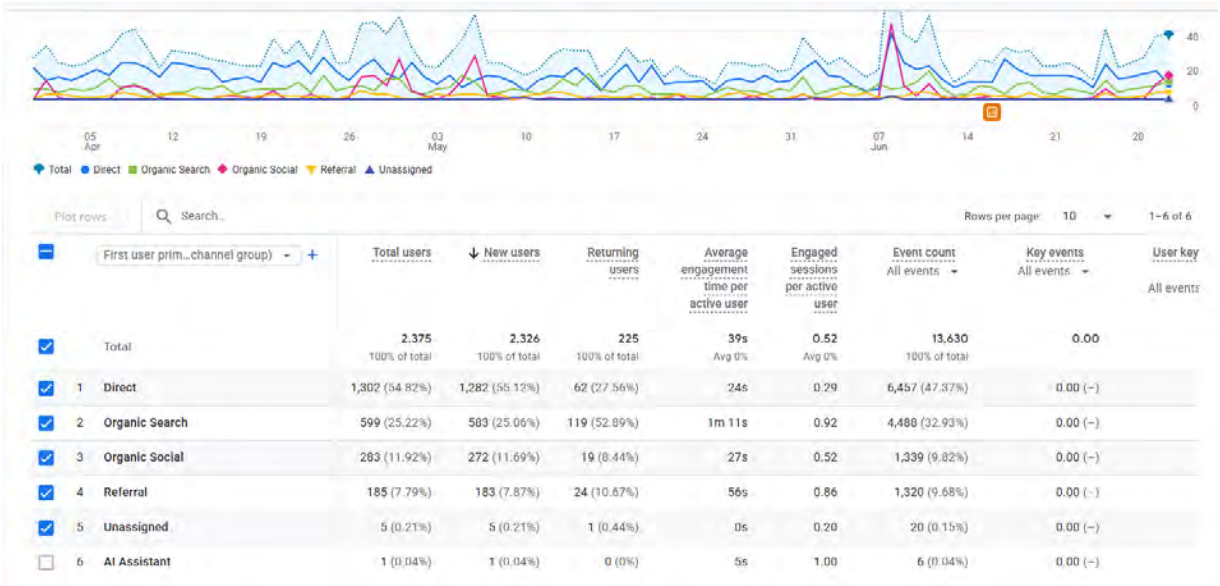
Website – Q2 2025



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



	First user prim...channel group)	Total users	New users	Returning users	Average engagement time per active user	Engaged sessions per active user	Event count All events	Key events All events	User key All events
	Total	2,375 100% of total	2,326 100% of total	225 100% of total	39s Avg 0%	0.52 Avg 0%	13,630 100% of total	0.00	
1	Direct	1,302 (54.82%)	1,282 (55.12%)	62 (27.56%)	24s	0.29	6,457 (47.37%)	0.00 (–)	
2	Organic Search	599 (25.22%)	583 (25.06%)	119 (52.89%)	1m 11s	0.92	4,488 (32.93%)	0.00 (–)	
3	Organic Social	283 (11.92%)	272 (11.69%)	19 (8.44%)	27s	0.52	1,339 (9.82%)	0.00 (–)	
4	Referral	185 (7.79%)	183 (7.87%)	24 (10.67%)	56s	0.86	1,320 (9.68%)	0.00 (–)	
5	Unassigned	5 (0.21%)	5 (0.21%)	1 (0.44%)	0s	0.20	20 (0.15%)	0.00 (–)	
6	AI Assistant	1 (0.04%)	1 (0.04%)	0 (0%)	5s	1.00	6 (0.04%)	0.00 (–)	

Page views

The graph below shows the top 10 most visited pages during the second 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.

	Page path and screen class	Views	Active users	Views per active user	Average engagement time per active user	Event count All events	Key events All events	Total revenue
	Total	5,489 100% of total	2,362 100% of total	2.32 Avg 0%	39s Avg 0%	13,630 100% of total	0.00	£0.00
1	/	1,458 (26.56%)	968 (40.98%)	1.51	12s	3,996 (29.32%)	0.00 (–)	£0.00 (–)
2	/events	225 (4.1%)	77 (3.26%)	2.92	40s	439 (3.22%)	0.00 (–)	£0.00 (–)
3	/your-village/lawley-management-committee	139 (2.53%)	76 (3.22%)	1.83	34s	307 (2.25%)	0.00 (–)	£0.00 (–)
4	/your-home/how-to-alter-your-home	132 (2.4%)	91 (3.85%)	1.45	26s	253 (1.86%)	0.00 (–)	£0.00 (–)
5	/your-home/what-to-do-when-selling-your-home	124 (2.26%)	66 (2.79%)	1.88	53s	320 (2.35%)	0.00 (–)	£0.00 (–)
6	/your-village	123 (2.24%)	74 (3.13%)	1.66	24s	286 (2.1%)	0.00 (–)	£0.00 (–)
7	/your-village/lawley-management-committee/lawley-management-committee-elections-2026	108 (1.97%)	54 (2.29%)	2.00	1m 30s	310 (2.27%)	0.00 (–)	£0.00 (–)
8	/your-village/lawley-management-committee/its-time-to-vote-lawley-management-committee	93 (1.69%)	58 (2.46%)	1.60	59s	265 (1.94%)	0.00 (–)	£0.00 (–)
9	/your-village/meet-the-bvt-lawley-village-team	91 (1.66%)	57 (2.41%)	1.60	31s	179 (1.31%)	0.00 (–)	£0.00 (–)
10	/news	90 (1.64%)	38 (1.61%)	2.37	45s	156 (1.14%)	0.00 (–)	£0.00 (–)

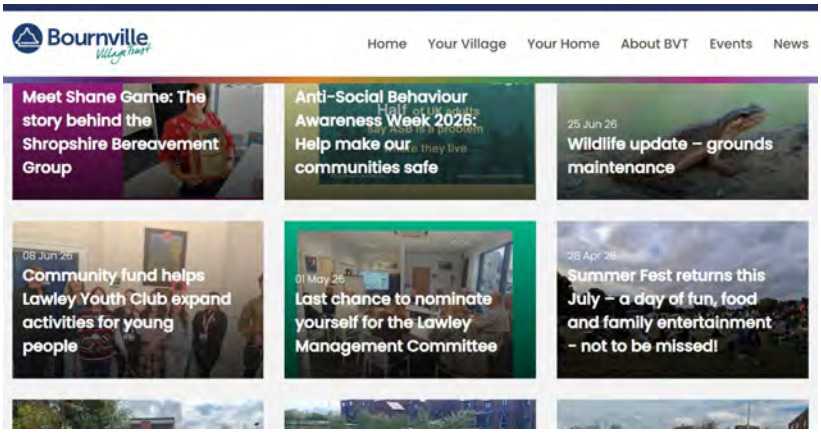
News posts

Topics:

The Customer Communications Officer meets with the Estate & Stewardship Manager and Community Development & Partnership Officer monthly, which helps feed news for the website. During Q2, nine news stories were published:

- Save the date - Lawley 5k Fun run 2026

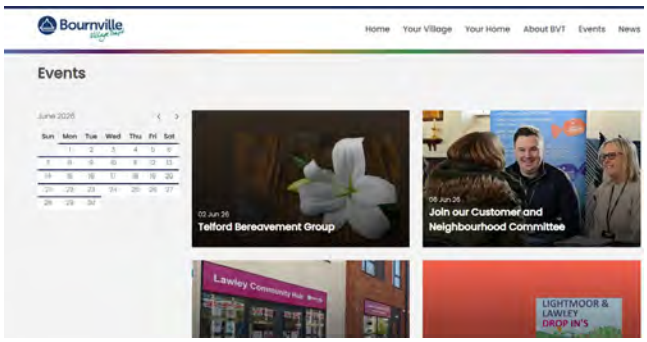
- Looking after sustainable urban drainage systems
- Registration open for 2026 Lawley 5k fun run
- Summer Fest returns this July
- Last Chance to nominate for the Lawley Management Committee
- Community Fund helps Lawley Youth Club expand activities for young people
- Wildlife update – grounds maintenance
- Anti-social behaviour awareness week
- Meet Shane: The story behind Shropshire Bereavement Group



Events

Events have been published for the year. In Q2 of 2026 the following were published and took place:

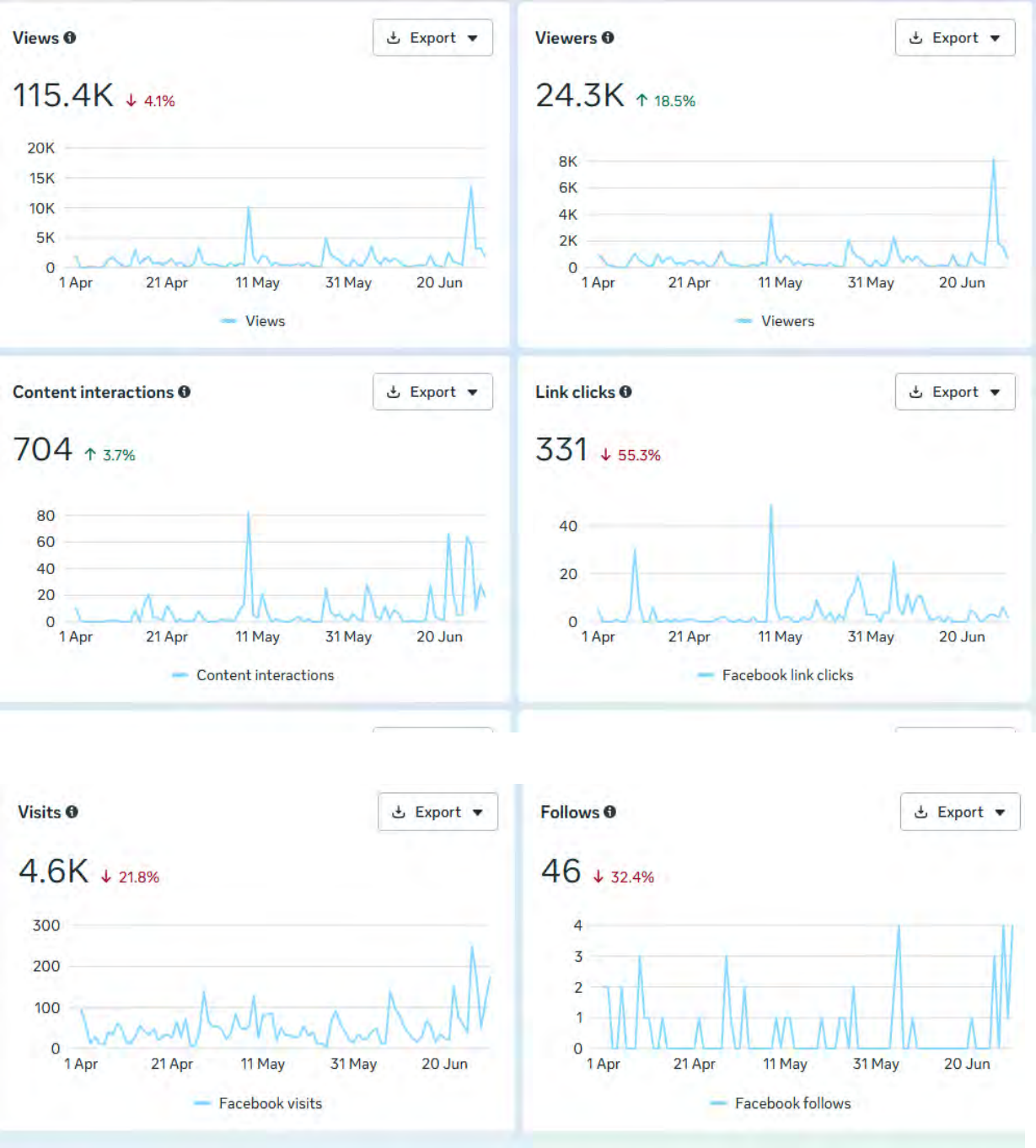
- 1 x Drop-in Lawley Management Committee Elections
- 10 x Estate date
- 3 x Bereavement group
- 1 x Lawley Communications Forum
- 1 x Join our customer and Neighbourhood committee
- 2 x Armed forces drop-in session
- 2 x BVT tenant surgery
- 3 x family hub drop in
- 1 x Community Coffee Morning
- 2 x CAB
- 2 x SENDIASS drop-inn



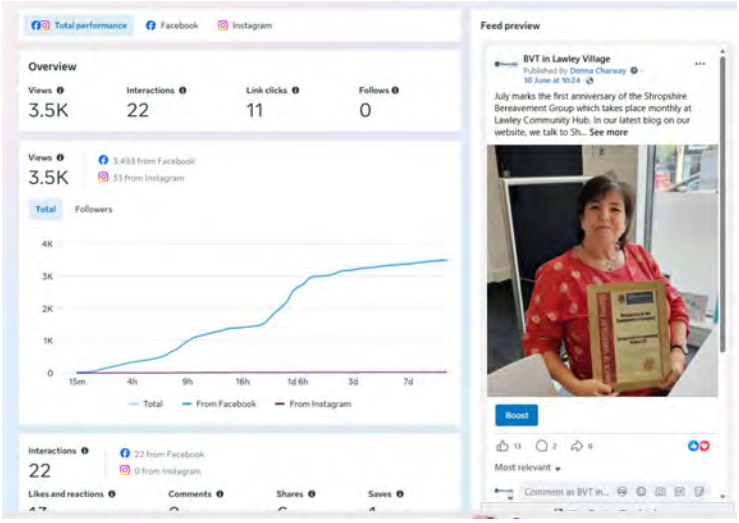
Social media

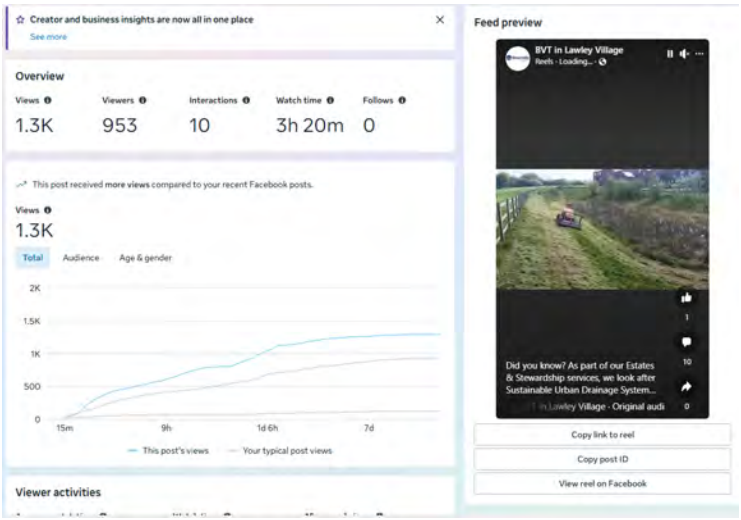
The comparison below shows Facebook performance for Q2 2026 against Q1 2026. However, the most meaningful comparison is year-on-year, as engagement levels naturally fluctuate between quarters depending on the number of service updates, community events and seasonal activities taking place.

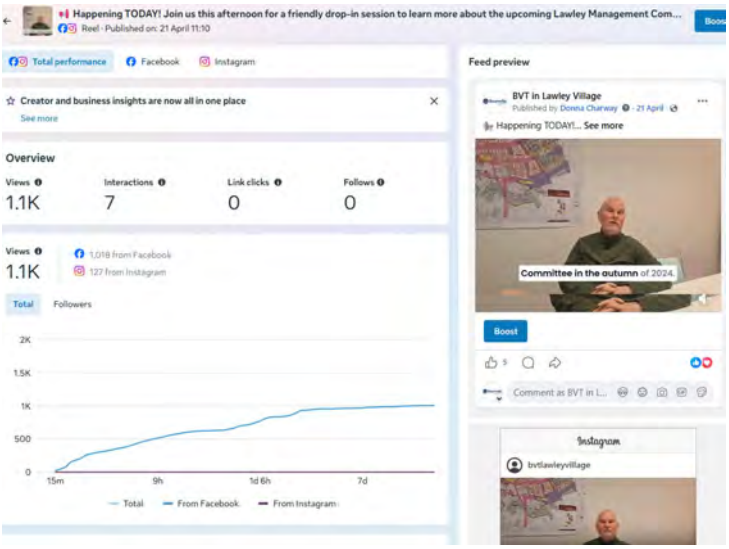
A positive trend during Q2 was the increase in content interactions, demonstrating that more people were liking, commenting on and engaging with our posts. The page also continued to grow its audience, with an additional 46 followers gained during the quarter, helping to extend the reach of future communications.



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.



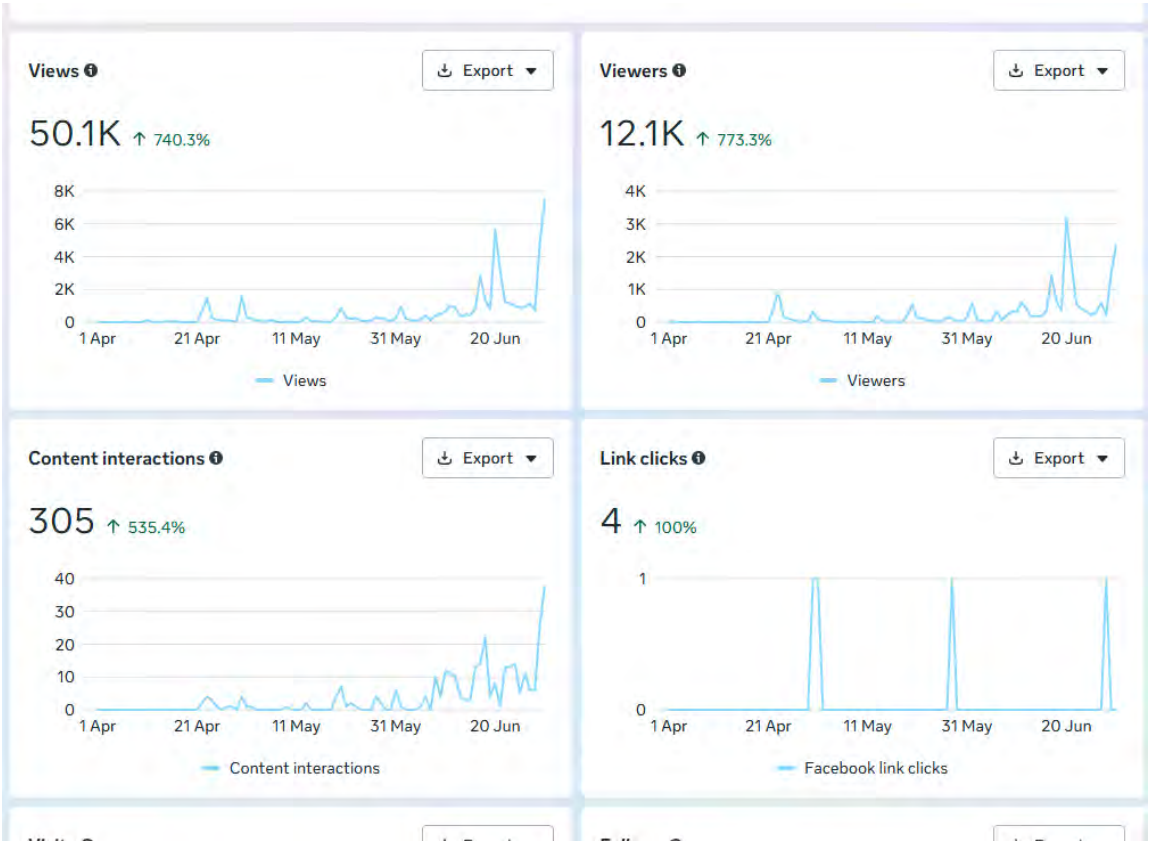




Summerfest Facebook page

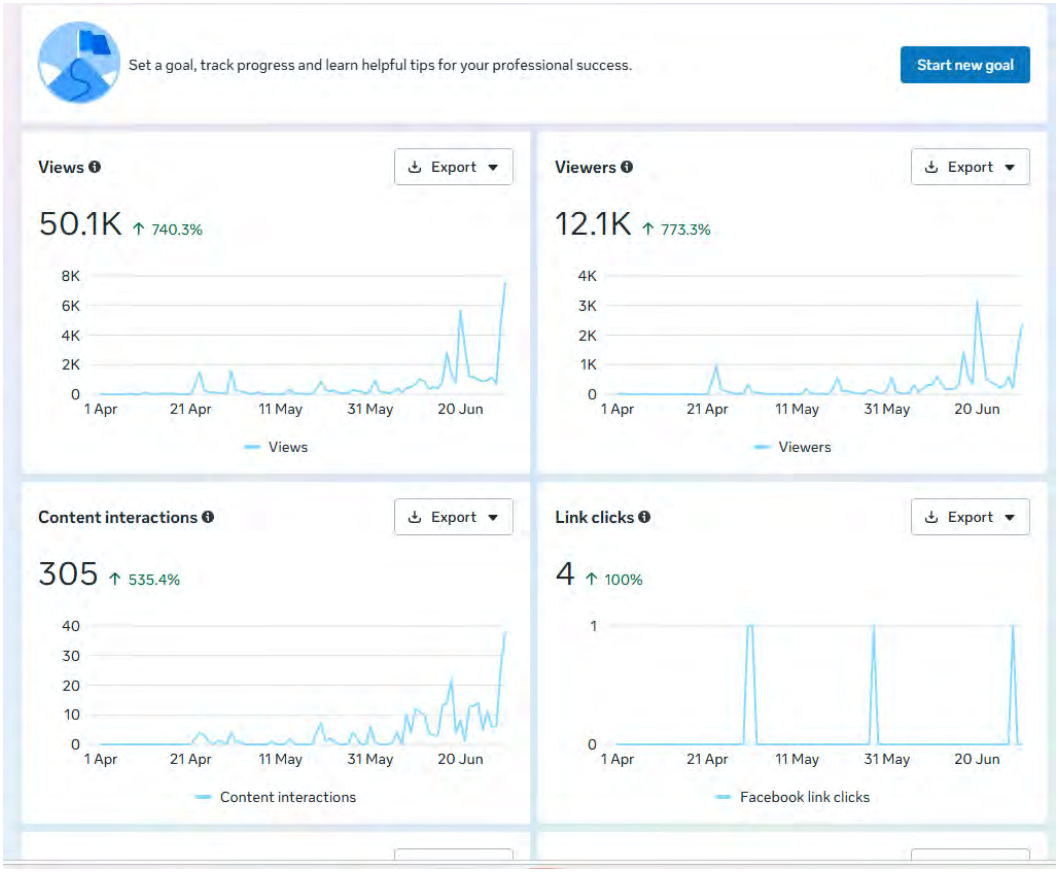
Due to the timing of the event, no posting took place in the last quarter of 2025 for Summerfest. Therefore the most meaningful comparison will be year on year, which will be available in Q3.

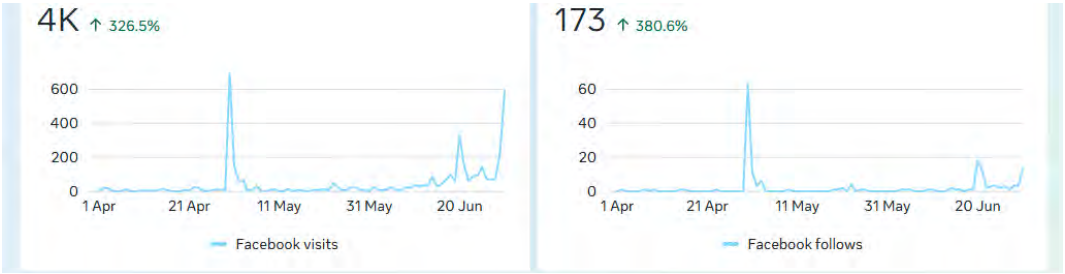
Q2 2026



Lawley 5K fun run Facebook page

In Q2 concentration was on encouraging sign-ups to this year's event. Currently over 250 people have signed-up, which is the highest number at this stage.





Online newsletter

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

Improving green spaces

Recently, residents in Lawley alerted us to damage caused by a van that had left deep ruts in a grass verge.

In response, we quickly arranged for our grounds maintenance contractor to install protective fencing, preventing further damage while the area recovered. To restore the verge, we worked with our contractor to reseed the area.

Thanks to this coordinated effort, the space is on its way back to looking its best again, helping keep your community green and well cared for.

Nominations open for Telford elections

In Lawley and Lightmoor Villages, resident-led committees help oversee our Estates and Stewardship services.

Elections are now taking place to join these committees, and we're encouraging you to nominate yourself by 5th May 2026.

For full details, visit the Lawley website - www.bvtlawleyvillage.org.uk/your-village/lawley-management-committee/lawley-management-committee-elections-2026 or click the link below for details of the Lightmoor Village elections.

Find out about Lightmoor Village elections

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

📊 **Analysis**

Against Mailchimp's **Non-Profit** directional open benchmark of **28%**, your 2026 newsletters are performing **above peer benchmark on opens overall**.

- **Overall 2026 newsletter open rate: 38.7%**
- **Mailchimp Non-Profit benchmark open rate: 28%**
- **Gap vs benchmark: +10.7 percentage points**

At the campaign level, every newsletter in this 2026 set was above the 28% benchmark on opens:

Newsletter	Send Date	Recipients	Open Rate	Click Rate	Unsubscribe Rate	Delivery Rate	Vs Non-Profit Open Benchmark
January newsletter	2026-01-19	653	42.1%	13.6%	0.5%	98.5%	Above
February newsletter	2026-02-16	656	43.0%	9.3%	0.3%	98.4%	Above
March newsletter	2026-03-17	660	41.4%	10.6%	0.3%	99.4%	Above
April newsletter	2026-04-24	666	36.8%	6.8%	0.6%	99.9%	Above

Resend:

Appendix B – Internal communications

In Q2 BVT updated its Intranet (staff website) and moved the articles that appeared in the Staff Bulletin online to the Intranet. During Q2 topics covered for Lawley were:

- Would you like to volunteer at this year's Summerfest?
- Community fund helps Lawley Youth Club grow
- One year of supporting people through grief

Mike Cunneen, delivered a presentation at the BVT monthly Staff Brief detailing the external grounds maintenance contractor and extension of contract to M&BG Ltd

Appendix C – External communications

Examples of press releases and media coverage achieved during Q2 2026.

For immediate release

Bournville

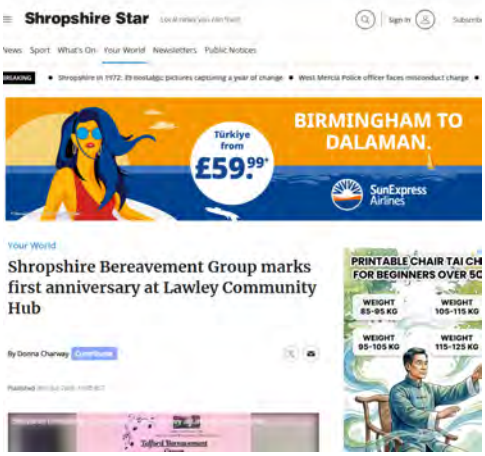
PRESS RELEASE

Shropshire Bereavement Group marks first anniversary at Lawley Community Hub

A welcoming bereavement support group that has helped hundreds of people across Shropshire is celebrating the first anniversary of its monthly drop-in sessions at Lawley Community Hub, thanks to the support of Bournville Village Trust (BVT).

The Shropshire Bereavement Group meets on the first Tuesday of every month from 12.30pm to 2.30pm at Lawley Community Hub. The informal sessions provide a safe, understanding space where people can sit, listen, share experiences and connect with others who have experienced the loss of a loved one.

The group was founded by Shane Game following the tragic loss of two of her sons. Through her own experience of grief, Shane recognised a need for ongoing peer support for bereaved people across the county.



For immediate release

Bournville

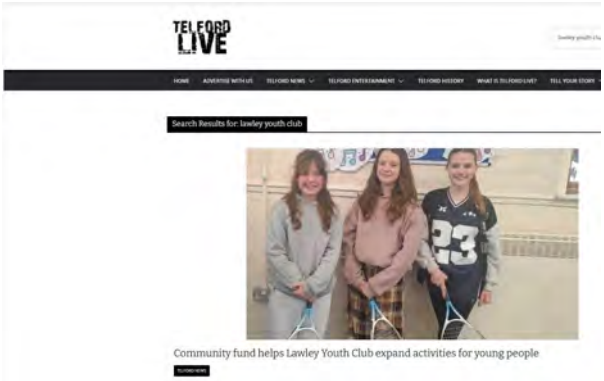
PRESS RELEASE

Community fund helps Lawley Youth Club expand activities for young people

Caroline Cadbury, Chair of the Trustees of Bournville Village Trust (BVT), recently visited Lawley Youth Club to see first-hand how funding from the Eileen Hewer Community Fund has helped expand the activities available to local young people.

The grant, worth more than £1,000, enabled the youth club to purchase new golf fastball and tennis equipment, giving members even more opportunities to take part in sports and social activities.

Lawley Youth Club, which is preparing to celebrate its first anniversary, is run by 4 All Foundation and takes place every Friday at Lawley Community Centre for young people aged 10–16.



For immediate release

Bournville

PRESS RELEASE

Summer Fest returns to Lawley with free family fun this July

Families are invited to enjoy an afternoon of free entertainment as the much-loved Summer Fest returns to Lawley Village Green on Saturday 4 July, from 1pm to 7pm.

The popular annual festival, organised by Lawley and Overdale Parish Council and Bournville Village Trust, promises a full afternoon of live music, on-stage entertainment, and a wide range of activities for all ages.

From inflatables and crazy golf to archery and a mobile climbing wall, there will be plenty to keep children and families entertained throughout the day. Visitors can also browse a variety of stalls offering handmade crafts and jewellery, alongside a tempting selection of

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Lawley Management Committee Plan 2026

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

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		14.	Confidential Item		**Approved**
		15.	Confidential Item		**Noted**
		16.	Confidential Item		**Noted**
		17.	Confidential Item		**Noted**
10th March 2026	**Working Group Meeting**				
		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**
14th April 2026	**Interim LMC Meeting**				
		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**
14th April 2026	**Working Group Meeting**				
		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	**Updated**
		4.	Risk Register	Head of Estates and Stewardship	**Deferred**
12th May 2026	**Quarterly LMC Meeting**				
		1.	Introductions and Apologies	Chair	**Completed**
		2.	Declarations Of Interest	Chair	**None**
		3.	Minutes	Chair	**Approved**
		4.	Matters Arising/Outstanding Actions	Chair	**Noted**
Items for Decision					
		5.	Committee Effectiveness & Terms of Reference Review	Company Secretary	**Approved**
		6.	Lawley Community Hub Charge Table	Estates and Stewardship Manager	**Approved**
		7.	M&BG Limited Grounds Maintenance 3 Year Review	Estates and Stewardship Manager	**Approved**
Items for Discussion					
		8.	Quarterly Financial Report	Head of Estates & Stewardship	**Noted**
		9.	Estates And Stewardship Update	Estates and Stewardship Manager	**Noted**
		10.	Quarterly Performance Report	Estates and Stewardship Manager	**Noted**
		11.	Lawley Projects 2026	Estates and Stewardship Manager	**Noted**
		12.	Community Development and Partnership Report	Community Development & Partnerships Officer	**Noted**

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		13.	Quarterly Communications Report	Customer Communications Officer	**Noted**
Items for Noting					
		14.	Meeting Plan 2026	Estates and Stewardship Manager	**Noted**
		15.	Any Other Business	Chair	**Noted**
		16.	Dates Of Next Meetings	Chair	**Noted**
		17.	Confidential Item		**Approved**
		18.	Confidential Item		**Noted**
		19.	Confidential Item		**Noted**
		20.	Confidential Item		**Noted**
9th June 2026	**Working Group Meeting**				
		1.	Risk Register	Head of Estates and Stewardship	**Reviewed**
		2.	Tree Management Plan	Head of Estates and Stewardship	**Reviewed**
		3.	Confidential Item	Estates and Stewardship Manager	**Discussed**
		4.	Any Other Business	Chair	**Noted**
		5.	Dates Of Next Meetings	Chair	**Noted**
7th July 2026	**Interim LMC Meeting**				
		1.	Introductions And Apologies	Chair	**Completed**
		2.	Declarations Of Interest	Chair	**Noted**
		3.	Minutes of the last meeting (to be presented at September's formal meeting)	Chair	**Deferred**
		4.	Appointment of the New Committee Members	Head of Governance	**Approved**
		5.	AOB	Chair	**Noted**
7th July 2026	**Working Group Meeting**				

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		1.	LTSA Updates	Head of Estates and Stewardship	**Deferred**
		2.	Onboarding of New Committee Members	Head of Estates and Stewardship	**Deferred**
		3.	Meet and Greet New Committee Members	Head of Estates and Stewardship	**Completed**
		4.	Review of Committee effectiveness plan	Head of Estates and Stewardship	**Deferred**
		5.	AOB	Chair	**Noted**
1st September 2026	**Quarterly LMC Meeting**				
		1.	Introductions And Apologies	Chair	
		2.	Declarations Of Interest	Chair	
		3.	Minutes	Chair	
		4.	Matters Arising/Outstanding Actions	Chair	
Items for Decision					
		5.	Risk Register	Head of Estates & Stewardship	
		6.	2025 End of Year Accounts	Head of Estates & Stewardship	
Items for Discussion					
		7.	Quarterly Financial Report	Head of Estates & Stewardship	
		8.	Estates and Stewardship Report	Estates and Stewardship Manager	
		9.	Quarterly Performance Report	Estates and Stewardship Manager	
		10.	Progress on 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	
Items for Noting					
		13.	Meeting Plan 2026	Chair	
		14.	Any other business	Chair	
		15.	Dates for next meeting	Chair	
		16.	Confidential Item		
		17.	Confidential Item		
		18.	Confidential Item		
		19.	Confidential Item		
13th October 2026	**Working Group Meeting**				
		1.	LTSA Updates	Head of Estates and Stewardship	
		2.	Onboarding of New Committee Members	Head of Estates and Stewardship	
		3.	Review of Committee effectiveness plan	Head of Estates and Stewardship	
		4.	Voting of New LMC Chair	Head of Estates and Stewardship	
		5.	Lawley Neighbourhood Profile (2027 Planning)	Head of Estates and Stewardship	
		6.	New Estate Caretaker Vehicle	Estates and Stewardship Manager	
10th November 2026	**Quarterly LMC Meeting**				
		1.	Introductions And Apologies	Chair	
		2.	Declarations Of Interest	Chair	
		3.	Minutes	Chair	
		4.	Matters Arising/Outstanding Actions	Chair	
Items for Decision					
		5.	Voting of New LMC Chair	TBC	

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Items for Discussion					
		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.	Quarterly Review of Committee Effectiveness Plan	Head of Governance	
Items for Noting					
		11.	Meeting Plan 2025	Chair	
		12.	Any other business	Chair	
		13.	Dates for next meeting	Chair	
		14.	Confidential meeting		
		15.	Confidential meeting		
		16.	Confidential meeting		
		17.	Confidential meeting		
8th December 2026	**Working Group Meeting**				
		1.	Risk Register	Head of Estates & Stewardship	

Agenda Item 11
Lawley Management Committee
LMC Meeting Planner 2026
12th May 2026

ITEMS FOR INCLUSION IN AGENDAS/WORKING GROUPS

ITEM	LEAD	Comments