BOURNVILLE VILLAGE TRUST
LAWLEY MANAGEMENT COMMITTEE

Business Meeting of the Lawley Management Committee (LMC)
to be held on Tuesday 10th November 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: • 1st September 2026	**JH**	**1810**
4.	**MATTERS ARISING/OUTSTANDING ACTIONS** To receive updates on outstanding actions from the previous minutes (attached)	**JH**	**1815**
	ITEMS FOR DECISION		
5.	**30 YEAR ASSET PLAN (WEAR AND TEAR FUND)** To receive a report (attached)	**PR**	**1825**
6.	**2027 BUDGETS (INCLUDING 30 YEAR BUDGET PLAN)** To receive a report (attached)	**MC**	**1835**
7.	**2027 COMMITTEE MEETING DATES AND MEETING PLANNER**	**MC**	**1845**
	ITEMS FOR DISCUSSION		
8.	**QUARTERLY FINANCIAL REPORT** To receive a report for Q3 2026 (attached)	**MC**	**1850**
9.	**ESTATES AND STEWARDSHIP REPORT** To receive a report for Q3 2026 (attached)	**MC**	**1855**
10.	**QUARTERLY PERFORMANCE REPORT** To receive a report for Q3 2026 (attached)	**MC**	**1900**
11.	**PROGRESS ON LAWLEY PROJECTS 2026/27** To receive a report for Q3 2026 (attached)	**MC**	**1905**
12.	**COMMUNITY DEVELOPMENT & PARTNERSHIPS REPORT** To receive a report for Q3 2026 (attached)	**LP**	**1910**

13.	**COMMUNICATIONS REPORT** To receive a report for Q3 2026 (attached)	**DC**	**1915**

ITEMS FOR NOTING

14.	**MEETING PLAN 2026** To receive a plan of future meetings	**JH**	**1920**
15.	**ANY OTHER BUSINESS** Please discuss AOB items with the Chair before the meeting	**JH**	**1925**
16.	**DATE OF NEXT MEETING**	**JH**	**1930**

WORKING GROUP MEETING
8th December 2026

OPEN MEETING CLOSES

Minutes of the Lawley Management Committee held at Lawley Community Hub and online via Microsoft Teams on 1st September 2026 at 06:00pm

	PRESENT: James Haldron (JH) – Chair Pete Richmond (PR) Arthur Tsang (AT) Kate Ballinger (KB) Emily Bryan (EB) Mark Darlington (MD) Garf Parker (GP) Grant Williams (GW) James Raybone (JR) Martin Hough (MH) Nina Yiannoukos-Benton (NYB)	
	IN ATTENDANCE: Tracey Rowe (TR) - Head of Estates & Stewardship Shannon Reynolds (SR) – Minute Taker Hannah Pryce (HP) - Company Secretary Lindsey Powell (LP) – Community Development & Partnerships Officer	
	OBSERVERS Judith Ayling-Whitehouse – Estates Officer	
50/26	**INTRODUCTIONS & APOLOGIES** <u>Introductions:</u> James Raybone (JR) Martin Hough (MH) Nina Yiannoukos-Benton (NYB) <u>Apologies:</u> Mike Cunneen (MC) - Estates & Stewardship Manager Matt Gabbitas (MG) – Vice Chair <u>Absent:</u> Ian Springle (IS)	
51/26	**DECLARATIONS OF INTEREST** Committee **NOTED** there were no declarations of interest.	
52/26	**MINUTES** Committee **APPROVED** the minutes of the meeting held on the 12th May 2026 as a true and accurate record.	

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53/26	**MATTERS ARISING/OUTSTANDING ACTIONS** Committee reviewed the outstanding actions schedule and considered the updates provided. <u>Min 27/26 - Terms of Reference Amendment</u> Committee raised concern that the Lawley & Overdale Parish Council (LOPC) co-opted member had not attended the meeting and had not sent a representative or apologies. Assurances were given that BVT would follow this up with LOPC. Committee **NOTED** the Outstanding Actions Schedule.	AT
	<u>ITEMS FOR DECISION</u>	
54/26	**RISK REGISTER** Committee considered the Risk Register report. It was queried whether trees subject to Tree Preservation Orders had been captured under Key Risk No. 6, relating to tree management. It was confirmed that these had been included. Committee expressed frustration and concern regarding the lack of progress with commuted sum negotiations for the additional Non-Adoptable Public Realm (NAPR) under Key Risk No. 2. Assurance was provided that these concerns had been raised with the developers, whose directors had committed to attending meetings to help expedite progress. Committee **APPROVED** the revised Operational Risk and Assurance Register and Dashboard. Committee **APPROVED** 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.	
55/26	**2025 END OF YEAR ACCOUNTS** Committee considered the Final End-of-Year Accounts 2025 report. Committee noted that, in 2025, overall income was below budget, while operational expenditure exceeded budget. Committee was advised that the 2026 budget would be closely monitored and that the Estates and Stewardship Manager would review opportunities to reduce expenditure, with the aim of achieving a balanced position by year end. Committee briefly discussed how new-build property sales had influenced budget income and noted that, while sales had been below forecast in 2025, sales were on track to meet projected targets in 2026. The intended use of the reserve fund was queried, and it was noted that this could be considered as part of the sinking fund review.	

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	Members suggested that the review should explore reprofiling options and include a cost-benefit analysis. Committee **APPROVED** the Final End-of-Year Accounts 2025.	
	ITEMS FOR DISCUSSION	
56/26	**QUARTERLY FINANCIAL REPORT** Committee considered the Quarterly Financial Report. Committee queried whether the budget would achieve the projected 2026 outturn. Assurance was provided that the budget remained on track to achieve the expected outturn and balance position. It was noted that any significant issues would be reported to Committee. Committee noted that the Infrastructure Fund will end this year, with no remaining funds available thereafter. Committee **NOTED** the report.	
57/26	**ESTATES AND STEWARDSHIP REPORT** Committee considered the Estates & Stewardship Report. Committee briefly discussed maintenance of the balancing ponds. It was noted that the ponds had become overgrown with reeds and weeds as part of the natural filtration process. Developers had been asked to clarify the management arrangements for the SuDS. Some areas are expected to be adopted by Severn Trent, with BVT maintaining the banks. Committee **NOTED** the report.	
58/26	**QUARTERLY PERFORMANCE REPORT** Committee considered the Quarterly Performance Report. Committee discussed the current breach KPI targets and noted concerns that the measures do not allow for resident-related cooperation delays or exceptional circumstances beyond the organisation's control. It was noted that next year's reporting will be reviewed to include exceptions and provide additional context on cases completed outside of target timescales. Committee queried why KPI Nos. 77, 78 and 79 within the Community Development & Partnerships section of the report were colour coded amber on page 12. It was explained that, while the figures remained positive, they were lower than those reported in quarter one and had therefore been marked as amber. Committee commented that the figures were still strong and considered that a green rating would be more appropriate as it is a reporting only figure. TR confirmed she was content for the ratings to be amended from amber to green.	

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	SR to amend KPI Nos. 77, 78 and 79 on page 12 of the report from amber to green. Committee **NOTED** the report.	SR
59/26	**PROGRESS ON LAWLEY PROJECTS 2026** Committee **NOTED** the Progress on Lawley Projects 2026 Report.	
60/26	**COMMUNITY DEVELOPMENT & PARTNERSHIPS REPORT** Committee considered the Community Development & Partnerships Report. Committee noted that external agencies and partners, including the developers, Barratt Homes and Persimmon, had provided funding towards community events and projects. Committee discussed the promotion of grant-funded events, activities and Community Hub bookings on social media. LP advised that producing case studies for sharing on social media can be challenging for private or sensitive bookings, as participants may not wish to share their experiences or be featured in photographs. Alternative options, including the use of anonymous case studies, are being explored. The Committee **NOTED** the report.	
61/26	**COMMUNICATIONS REPORT** Committee considered the Customer Communications Report. Committee discussed opportunities to improve communication of stewardship activities and performance information. It was suggested that committee members could help share positive news and updates through community networks to increase engagement. Members noted the importance of presenting performance data in a community-friendly format that highlights positive outcomes and demonstrates the value of the service. It was noted that work is ongoing to develop more accessible and engaging performance reporting. Committee noted that website user numbers had increased compared to the previous year, although average engagement time had decreased. Committee **NOTED** the report.	
	<u>ITEMS FOR NOTING</u>	
62/26	**MEETING PLAN 2026** Committee **NOTED** the 2026 Meeting Plan.	
63/26	**ANY OTHER BUSINESS**	

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	Committee noted that an appeal hearing had been scheduled for 29th September 2026. JH (Chair), MD, EB and KB were appointed to the Appeal Panel, with JR attending as an observer.	
64/26	**DATE OF NEXT MEETING** <u>Formal meetings</u> 10th November 2026 <u>Working Group meetings</u> 13th October 2026 8th December 2026 Committee **NOTED** the dates of the next meetings.	
	The meeting closed at 07:38 pm	
	..... Chair ..... Date ..... Secretary ..... Date	

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LMC Outstanding Actions

MIN	TOPIC	ACTION	Action Owner	PROGRESS
ACTIONS FROM WORKING GROUP 13th October 2026				
A13/26	**Key Area Leads/Champions**	The proposal for committee members to act as champions for key areas of work to be revisited at the 8th December Working Group meeting.	**MC**	Update from MC on 02/11/26 – review of committee effectiveness plan has been added to the 8th December Working Group meeting. The proposal for committee members to act as champions for key areas of work will be discussed then.
A12/26	**LMC Training**	Further training on budgets and the Long-Term Stewardship Agreement to be arranged for new members, with refresher opportunities available for existing members.	**MC**	Update from MC on 02/11/26 – MC to discuss the training opportunities under the review of committee effectiveness plan agenda item at the 8th December Working Group meeting.
A11/26	**Eileen Hewer Fund Communications**	TR to speak with the Customer Communications Officer (Donna Charway) regarding a review of communications promoting the Eileen Hewer Fund and other community support available to residents through the Communications Forum. MC to share the Welcome Pack with Group.	**TR** **MC**	Update from MC on 02/11/26 - MC has shared the welcome pack with the Group. The Customer Communications Officer has advised that we're planning some short-term communications about the fund, with a wider review and relaunch of the welcome pack planned for 2027. This will allow us to raise awareness of the fund now while ensuring the welcome pack is updated as part of a more comprehensive piece of work.

A10/26	**2027 Budgets**	TR to clarify whether the Sanctuary ground rent has been included in the budget.	**TR**	Update from MC on 02/11/26 – **Completed** – This has been included in the budget.
ACTIONS FROM LMC 1st September 2026				
058/26	**Quarterly Performance Report Amendment**	SR to amend KPI Nos. 77, 78 and 79 on page 12 of the report from amber to green.	**SR**	**Complete**
053/26	**LOPC Coopted Member**	AT to follow up with Lawley & Overdale Parish Council regarding the absence of its co-opted member.	**AT**	**Agreed appropriate for Chair and MC to raise this concern on behalf of Committee.**
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**	Update from MC on 02/11/26 – **Completed**. Committee approved the revised Operational Risk and Assurance Register and Dashboard. Committee approved 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.
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**	**Complete**
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 - **Completed** – 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. **Complete**
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 HP on 26/08/26 – In progress - The LOPC co-optee arrangement didn't change, HP understands that discussions are continuing with them and we can change it at a later date. All agreed amendments were made. The Terms of Reference is going to Customer and Neighbourhoods Committee for approval on 10th September, then it will be added to Team Engine. Update from HP on 02/11/26 - **Complete**. Committee agreed to leave the LOPC section in the Terms of Reference unchanged. The ToR is available on TeamEngine.
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 WORKING GROUP 10th March 2026				
A01/26	**Tree Management Plan Agenda Item (Confidential)**	Tree Management Plan to be added to as an agenda item on the business meeting planner (for September) for review only, to ensure the Committee's feedback is formally minuted.	**MC**	The Tree Management Plan has been added to the meeting planner for the June 2026 working group and the September 2026 business meeting. **Complete**
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	**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**

		the addition of a set drawdown-time requirement.		**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 exploring whether retrospective applications and their outcomes could be publicly disclosed.	**MC**	Good progress has been made to this piece of work. The Stewardship Support Officer is in the final stages of completing an infographics performance report. The report will show the number of alterations applications and breaches that have been recorded. This will be something that will be uploaded to the BVT Lawley website on a monthly basis. 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. Update from MC on 02/11/26 – MC to discuss this piece of work further with TR 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. **Complete**
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	**10th November 2026**
Item 6	**Draft Lawley Budget 2027**
Author	**Mike Cunneen Estates and Stewardship Manager**
Contact Details	**michaelcunneen@bvt.org.uk**

1. Purpose of Report

To present the proposals for the Lawley Draft Budget for 2027 to the Lawley Management Committee (LMC) (Appendix 1).

2. Recommendations

To **DISCUSS** and **APPROVE** the draft budgets for 2027 as detailed within this report.

To **DISCUSS** and **RECOMMEND** for approval the indicative costs for the landscaping budget for 2027 for phases 9 and 10 that are estimated to be handed over in 2027. The developers have been unable to provide indicative dates for when these phases are due to handover to BVT, which BVT continue to request (a further escalation has been sent to them 03.11.26). M&BG Limited have provided costs for these phases and amounts to £30,960 (annually). As BVT have been unable to plan for the handover, should these occur in 2027, BVT and Committee will be required to identify how these additional costs are to be managed in the budget.

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

It should be noted the decision is subject to change following the review with the Long-Term Stewardship Group (LTSG).

3. Link to Strategic Aims, Objectives and Values

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

4. Financial Impact

There will be a financial impact on residents by increasing the Community Charge.
The budgets have been prepared based on an increase of 3.5% in line with September CPI. This will mean an increase in the annual community charge from £260.04 to £269.14 (£9.10 increase) based on an expected 3148 properties in 2027.

It should be noted the community charge does not fully cover the cost of services, and it leaves a deficit of £34,000 on the budget because there is no longer the infrastructure fund to top up. There is a requirement of the Lawley Stewardship agreement that it has to be a zero balanced budget. If there is a surplus at the end of the year, this is reimbursed to the residents of Lawley. However, if there is a deficit at the end of the year, this would need to be paid for by the residents.

It was agreed by the Committee at the working group meeting on 13th October 2026 that any deficit is to be offset by reducing the contribution to the wear and tear fund. It was also agreed that the Committee will not consider reducing any of the budgets as the cost of living and materials is ever increasing. In addition, the Committee will not reduce the Eileen Hewer Fund or the community development budgets as this is positively received by residents.

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

Year	Community Charge (£)	BoE Inflation increase (£)	Community Charge (£)	September CPI %
2006	250.00		250.00	
2007	255.81	5.81	254.50	1.8 %
2008	265.22	9.41	267.73	5.2 %
2009	270.74	5.52	270.68	1.1 %
2010	279.94	9.2	279.07	3.1 %
2011	292.50	12.56	293.58	5.2 %
2012	301.29	8.79	300.04	2.2 %
2013	308.72	7.43	308.14	2.7 %
2014	313.51	4.79	311.84	1.2 %
2015	314.13	0.62	311.53	–0.1 %
2016	316.07	1.94	314.64	1.0 %
2017	324.48	8.41	324.08	3.0 %
2018	332.03	7.55	331.86	2.4 %
2019	337.95	5.92	337.50	1.7 %

2020	340.88	2.93	339.19	0.5 %
2021	349.83	8.95	349.70	3.1 %
2022	381.84	32.01	385.02	10.1 %
2023	409.78	27.94	410.82	6.7 %
2024	415.13	5.35	417.80	1.7 %
2025	420.49	5.35	433.68	3.8 %
2026	435.21	14.72	448.86	3.5%

5. Value for Money Impact

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

In managing the Estates and Stewardship service, officers will seek to:

- Ensure value for money with regard to maintenance costs when procuring services wherever possible whilst striving to provide an excellent service.
- Identify cost savings during the year, whilst maintaining and striving to improve services.

The procurement of Grounds Maintenance service in 2023 aimed to market test the cost and quality of this service. The contract awarded to M&BG Limited from 1st January 2024 provides cost certainty for up to five years at a fixed rate.

Following the Committee's decision on 12th May 2026 to extend the grounds maintenance contract by two years based on good performance, this will commence from 1st January 2027 until 31st December 2028.

6. Risk and Assurance Impact

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

7. Compliance with Relevant Legislation and Regulation

Estates & Stewardship is not directly governed by the Regulator of Social Housing (RSH) Regulatory Standards, however the principles of the new Consumer Standards around treating service users with fairness and respect and engaging with service users has been applied by meeting with LMC at their working group meeting in October 2026, this LMC report being published on BVT's website 7 days prior to the meeting for residents to review and send in questions and the meeting being online for any charge paying resident in Lawley to attend and observe the meeting.

The Estates & Stewardship service is delivered in line with the requirements of the covenants contained in the transfer documents (TP1) signed by all homeowners in Lawley, specifically Clause 10 of that document.

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

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

8. Equality, Equity, Diversity & Inclusion Impact

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

9. Customer Voice and Impact

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

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

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

10. Report

10.1 Background

The draft budget provides proposals for income and expenditure for 2027. They are based on the levels of income from the proposed 2027 Community Charge.

The draft budgets have been provided to the LTSG for approval, in line with the Long-Term Stewardship Agreement (LTSA), section 13, whereby BVT provide the draft budgets for approval at least one month before the next year's Community Charge is applied.

The 2027 charge will be applied on 1st January 2027. In line with the residents TP1 we send out the invoices at the beginning of December 2026. As with previous years, LTSG usually review and approve the budgets at the November meetings.

The draft budget is being presented to the LTSG for approval at their meeting on 11th November 2026, with a deadline for the decision of 25th November 2026 for BVT to be compliant with the LTSA and residents TP1's.

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

Income

At the end of 2026, it is predicted that there will be a total of 3038 properties in Lawley Village. It is anticipated that a further 210 properties will be built during 2027 at various points in the year.

We have included the charges for these properties based on the proportion of the year they are expected to be occupied. It should be noted that any surplus in income is refunded or offset against the following year's Community Charge to residents.

See section 4 for further information.

Expenditure

The budget has been split into 4 areas:

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

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

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

There are a number of areas that should be noted:

- The 30-year asset plan that supports the Wear and Tear fund is having its five-year review on 10th November 2026 at the LMC formal business meeting.

- The Eileen Hewer Fund and the community development budgets will not reduce as this is positively received by residents.

- Staffing costs have increased in the above 3 areas for 2027 compared with 2026 due to the annual cost of living increase.

- Estate Management

    - Most budget lines have been increased by 3.5%, in line with the charge increase.
    - The LMC running costs budget line has been reduced from £5000 to £500. This has taken into consideration that as elections will not take place in Lawley in 2027, there isn't a requirement for £5000 to be utilised.
    - The winter gritting budget line has increased from £1530 to £3000 to allow for more expenditure on grit to be replenished in the grit bins that BVT provide residents with.

30 Year Financial Plan

The 30-year financial plan will be updated with 2026 actual expenditure and provided with the 2026 end of year report in 2027.

	A	D	E	F	G	M	N	Q
1		Annual Budget 2026		Outturn Forecast 2026		Amended Budget 2027		
2								
3								
4	**Draft 2027 Budget**							
5								
6								
7	**LAWLEY ESTATES**							
8								
9	**Community Charge Income**							
10	Community Charges Residents	777,025		787,758		847,253		
11	Ground Rents	3,000		3,000		3,000		
12	Lawley Community Hub Room Hire	1,500		1,500		1,500		
13	Draw Down from Infrastructure Fund	48,607		45,865		0		
14	**Total Community Charge Income**	**830,132**		**838,123**		**851,753**		
15								
16								
17	Grants & Donations	1,000		1,000		1,000		
18	**Total Other Income**	**1,000**		**1,000**		**1,000**		
19								
20	**Net Turnover**	**831,132**		**839,123**		**852,753**		
21								
22	**Expenditure**							
23	Operational Expenditure	(713,039)		(719,172)		(738,716)		
24	Transfer to Wear & Tear Fund	(103,093)		(103,093)		(99,037)		
25	Transfer to Eileen Hewer Community Projects Funding	(15,000)		(15,000)		(15,000)		
26	**Total Expenditure**	**(831,132)**		**(837,265)**		**(852,753)**		
27								
28	**Potential Underspend / Overspend**	**0**		**1,858**		**(0)**		
29								
30	**LAWLEY ESTATES OPERATIONAL BUDGET**							
31								
32	**Estate Management**							
33	Staffing Costs	(233,135)		(233,135)		(243,887)		
34	Travel Costs	(1,530)		(1,530)		(1,585)		
35	Communications	(8,343)		(8,343)		(8,643)		
36	Mobile Telephones	(734)		(734)		(761)		
37	Legal & Professional Fees	(14,608)		(14,608)		(15,134)		
38	Insurance	(5,872)		(5,872)		(6,925)		
39	Landscaping Contract	(133,911)		(133,911)		(138,732)		
40	Tree Surveys & Works	(10,435)		(10,435)		(10,810)		
41	Communal Lighting (inc Courtyards)	(15,652)		(15,652)		(16,215)		
42	General Repairs (inc Courtyards)	(6,783)		(6,783)		(7,027)		
43	Winter Gritting (inc Courtyards)	(1,530)		(2,884)		(3,000)		
44	**Total Estate Management Costs**	**(432,534)**		**(433,887)**		**(452,720)**		
45								
46	**Estate Caretaking**							
47	Caretaker - Staffing Costs	(66,163)		(66,163)		(69,810)		
48	Caretaker - Travel Costs / Vehicle Costs / Waste Disposal Costs	(5,217)		(6,200)		(5,405)		
49	Caretaker - Mobile Telephones	(490)		(490)		(507)		
50	Caretaker - Clothing & PPE	(678)		(678)		(703)		
51	Caretaker - Tools & Equipment	(1,566)		(1,566)		(1,622)		
52	**Total Estate Caretaking Costs**	**(74,113)**		**(75,097)**		**(78,047)**		
53								
54	**Community Development**							
55	Staffing Costs	(46,648)		(46,648)		(48,349)		
56	Travel Costs	(678)		(678)		(703)		
57	Office Consumables	(292)		(292)		(302)		
58	Printing & Publications	(2,270)		(2,270)		(2,351)		
59	Mobile Telephones	(245)		(245)		(254)		
60	Community Development & Involvement Activities	(11,342)		(11,342)		(11,751)		
61	Resident Projects (Eileen Hewer)	(15,652)		(15,652)		(15,000)		
62	Grant & Donations Expenditure	(1,000)		(1,000)		(1,036)		
63	LMC Running Costs	(5,000)		(6,753)		(500)		
64	**Total Community Development Costs**	**(83,126)**		**(84,880)**		**(80,246)**		
65								
66	**Office Running Costs**							
67	Lawley Community Hub Running Costs	(30,260)		(32,303)		(31,350)		
68	**Total Office Running Costs**	**(30,260)**		**(32,303)**		**(31,350)**		
69								
70	Administration Charge	(93,005)		(93,005)		(96,354)		
71								
72	**Total Operational Expenditure**	**(713,039)**		**(719,172)**		**(738,716)**		

Lawley Management Committee	
Date	**10th November 2026**
Item	**Committee Dates 2027**
Author	**Fleur Hemming**
Contact Details	**FleurHemming@bvt.org.uk 0121 667 1085**

1. Purpose of Report

The purpose of this report is for Committee to **AGREE** the meetings dates for 2027.

2. Recommendation/s

Committee is asked to **AGREE** this report.

3. Link to Strategic Aims, Objectives, and Values

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

Building Organisational and Financial Strength, objective 6;

- Deliver good governance.

Community Building, Objective 1 & 2

- Support and champion opportunities for local people to be involved in leading things that are important to their local community deliver them.
- Make sure local people can, and are able to, be fully involved in shaping our services and projects.

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

The report meets the BVT Values of:

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

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

- Ensure that the BVT team listens to 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

The meeting plan report links to the Lawley budget and overall spend of the Community Charge.

5. Value for Money Impact

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

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

6. Risk and Assurance Impact

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

7. Compliance with Relevant Legislation and Regulation

Bournville Village Trust (BVT) is a registered housing provider governed by the Regulator of Social Housing (RSH) Regulatory Standards. These include four Consumer Standards and three Economic Standards, along with compliance to procurement legislation.

The Estates and Stewardship service is central to meeting these standards, focusing on a tenure-neutral approach in Lawley This means that BVT strives to deliver high-quality services and management to all residents, regardless of their housing tenure, promoting a strong sense of community and shared responsibility within the area.

Each Committee report for the Lawley Management Committee (LMC) clearly identifies the relevant standards it addresses, providing context and rationale for their inclusion. This ensures transparency and accountability in all activities. This report complies with the standards outlined below.

- **Economic Standards**
  Governance and Financial Viability Standard – how well is the organisation run and is it financially viable.
  Value for Money Standard – does the provider make the best use of the resources it has to meet it objectives.

- **Consumer Standards**
  Neighbourhood and Community Standard – issues around neighbourhood and communal areas and anti-social behaviour
  Tenant Involvement and Empowerment Standard – customer service and complaints, tenant rights and involvement

8. Equality, Equity, Diversity & Inclusion Impact

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

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

9. Customer Voice and Impact

The Lawley Management Committee (LMC) is a resident-led group, with all members being part of the Lawley community. They actively listen to residents to ensure the community's voice is reflected in the committee's decisions and share the outcomes of their discussions.

Other resident groups are involved in the LMC’s work by contributing to projects, participating in consultations, and offering feedback and recommendations.

10. Report

See the proposed dates for 2027 attached, agenda item 7a, and the meeting planner for 2027 item 7b.

Based on feedback from the Committee, all meeting dates have been scheduled outside of school holidays to ensure maximum attendance from committee members.

Committee members are encouraged to give as much notice as possible if they are unable to attend project group or committee meetings.

Agenda Item 7
Lawley Management Committee
LMC Meeting Dates 2027
10th November 2026

Lawley Management Committee Dates 2027

The committee dates for 2027 have been planned to avoid school holidays to create maximum attendance for all meetings.

Reporting Period	Lawley Management Committee Tuesday 6pm	LMC Working Group Tuesday 6pm	Appeal Panel / EHF Panel Tuesday 6pm
Quarter 4 Oct-Dec 2026	2nd February 2027	No January working group due to early Feb committee. 9th March 2027	26th January 2027 23rd February 2027 23rd March 2027
Half Term Monday 15th February 2027 to Friday 19th February 2027			
Quarter 1 Jan-Mar 2027	11th May 2027	13th April 2027 8th June 2027	27th April 2027 25th May 2027 29th June 2027
Easter Holidays Friday 26th March 2027 to Friday 9th April 2027 **Half Term Monday 31st May 2027 to Friday 4th June 2027**			
Quarter 2 Apr-Jun 2027	7th September 2027	6th July 2027	27th July 2027 24th August 2027 28th September 2027
School Summer Holidays Wednesday 21st July 2027 to Tuesday 1st September 2027 **No committee or working group in August**			
Quarter 3 Jul-Sep 2027	9th November 2027	12th October 2027 7th December 2027	26th October 2027 23rd November 2027
Half Term Monday 25th to 29th October 2027 **Half Term Monday 20th December 2027 to Monday 3rd January 2028**			

Agenda Item 7
Lawley Management Committee
LMC Meeting Planner 2027
10th November 2026

Lawley Management Committee Planner 2027

Date	Meeting	Item No.	Topic	Lead	Outcome
2nd February 2027	**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.	Quarterly Review of Committee Effectiveness Plan	Head of Governance	
Items for Discussion					
		6.	Quarterly Financial Report	Estates & Stewardship Manager	
		7.	Estates And Stewardship Update	Estates and Stewardship Manager	
		8.	Quarterly Performance Report	Estates and Stewardship Manager	
		9.	Lawley Projects 2027	Estates and Stewardship Manager	
		10.	Community Development and Partnership Report	Estates and Stewardship Manager	
		11.	Quarterly Communications Report	Customer Communications Officer	
Items for Noting					

Agenda Item 7
Lawley Management Committee
LMC Meeting Planner 2027
10th November 2026

		12.	Meeting Plan 2027	Estates and Stewardship Manager	
		13.	Any Other Business	Chair	
		14.	Dates Of Next Meetings	Chair	
		15.	Confidential Item		
		16.	Confidential Item		
		17.	Confidential Item		
		18.	Confidential Item		
9th March 2027	**Working Group Meeting**				
		1.	Review of the Design Guide	Estates and Stewardship Manager	
		2.	Review of Terms of Reference	Head of Estates and Stewardship	
		3.	Lawley Community Hub Charge Table	Estates and Stewardship Manager	
		4.	Appeals Panel Process	Estates and Stewardship Manager	
		5.	Any Other Business	Chair	
		6.	Dates of Next Meetings	Chair	
13th April 2027	**Working Group Meeting**				
		1.	Quarterly Review of Committee Effectiveness Plan	Head of Estates and Stewardship	
		2.	2026 End of Year Accounts	Head of Estates & Stewardship	
		3.	Any Other Business	Chair	
		4.	Dates of Next Meetings	Chair	
11th May 2027	**Quarterly LMC Meeting**				
		1.	Introductions And Apologies	Chair	
		2.	Declarations Of Interest	Chair	
		3.	Minutes	Chair	

Agenda Item 7
Lawley Management Committee
LMC Meeting Planner 2027
10th November 2026

		4.	Matters Arising/Outstanding Actions	Chair	
Items for Decision					
		5.	2026 End of Year Accounts	Head of Estates & Stewardship	
		6.	Lawley Community Hub Charge Table	Estates and Stewardship Manager	
Items for Discussion					
		7.	Quarterly Financial Report	Head of Estates & Stewardship	
		8.	Estates And Stewardship Update	Estates and Stewardship Manager	
		9.	Quarterly Performance Report	Estates and Stewardship Manager	
		10.	Lawley Projects 2027	Estates and Stewardship Manager	
		11.	Community Development and Partnership Report	Community Development & Partnerships Officer	
		12.	Quarterly Communications Report	Customer Communications Officer	
		13.	Quarterly Review of Committee Effectiveness Plan	Head of Governance	
Items for Noting					
		14.	Meeting Plan 2027	Estates and Stewardship Manager	
		15.	Any Other Business	Chair	
		16.	Dates Of Next Meetings	Chair	
		17.	Confidential Item		

Agenda Item 7
Lawley Management Committee
LMC Meeting Planner 2027
10th November 2026

		18.	Confidential Item		
		19.	Confidential Item		
		20.	Confidential Item		
8th June 2027	**Working Group Meeting**				
		1.	TBC		
		2.	TBC		
		3.	Any Other Business	Chair	
		4.	Dates of Next Meetings	Chair	
6th July 2027	**Working Group Meeting**				
		1.	Risk Register	Head of Estates and Stewardship	
		2.	Quarterly Review of Committee Effectiveness Plan	Head of Estates and Stewardship	
		3.	Any Other Business	Chair	
		4.	Dates of Next Meetings	Chair	
7th September 2027	**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 and Stewardship	
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	

Agenda Item 7
Lawley Management Committee
LMC Meeting Planner 2027
10th November 2026

		9.	Lawley Projects 2027	Estates and Stewardship Manager	
		10.	Community Development and Partnership Report	Community Development & Partnerships Officer	
		11.	Quarterly Communications Report	Customer Communications Officer	
		12.	Quarterly Review of Committee Effectiveness Plan	Head of Governance	
Items for Noting					
		13.	Meeting Plan 2027	Estates and Stewardship Manager	
		14.	Any other business	Chair	
		15.	Dates for next meeting	Chair	
		16.	Confidential meeting		
		17.	Confidential meeting		
		18.	Confidential meeting		
		19.	Confidential meeting		
12th October 2027	**Working Group Meeting**				
		1.	Quarterly Review of Committee Effectiveness Plan	Head of Estates and Stewardship	
		2.	2028 Budgets	Head of Estates & Stewardship	
		3.	Any Other Business	Chair	
		4.	Dates of Next Meetings	Chair	
9th November 2027	**Quarterly LMC Meeting**				
		1.	Introductions And Apologies	Chair	
		2.	Declarations Of Interest	Chair	
		3.	Minutes	Chair	

Agenda Item 7
Lawley Management Committee
LMC Meeting Planner 2027
10th November 2026

		4.	Matters Arising/Outstanding Actions	Chair	
Items for Decision					
		5.	2028 Budgets	Head of Estates & Stewardship	
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.	Lawley Projects 2027	Estates and Stewardship Manager	
		10.	Community Development and Partnership Report	Community Development & Partnerships Officer	
		11.	Quarterly Communications Report	Customer Communications Officer	
		12.	Quarterly Review of Committee Effectiveness Plan	Head of Governance	
Items for Noting					
		13.	Meeting Plan 2027	Estates and Stewardship Manager	
		14.	Any other business	Chair	
		15.	Dates for next meeting	Chair	
		16.	Confidential meeting		
		17.	Confidential meeting		
		18.	Confidential meeting		
		19.	Confidential meeting		

Agenda Item 7
Lawley Management Committee
LMC Meeting Planner 2027
10th November 2026

7th December 2027	**Working Group Meeting**				
		1.	TBC		
		2.	TBC		
		3.	Any Other Business	Chair	
		4.	Dates of Next Meetings	Chair	

ITEMS FOR INCLUSION IN AGENDAS/WORKING GROUPS

ITEM	LEAD	Comments

Lawley Management Committee	
Date	**10th November 2026**
Item 8	**Quarterly Financial Report Quarter 3 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 3 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 third quarter of 2026 – see Appendix 1.

Income

Income is approximately 3.9% above budget. By the end of the quarter, the stewardship charge collection was at its highest level during the period, contributing to the overall income position.

Operational Expenditure

For Q3, the operational expenditure came to an amount of £529,817, against a budget of £541,743. The reasons for this are detailed below:

The communications expenditure for the costs involved with the communications to residents as part of the LMC elections, has been transferred to the LMC running costs budget line. This is showing over budget due to the activities involved earlier on this year that included the likes of printing ballot packs, landlord letters and dispatching postage. This results in an underspend for the communications budget line in Q3 along with the likes of the landscaping contract and the tree survey and works budget lines.

Legal and professional fees went over the budget for Q3 by £774. These were attributed to Gowlings, who provide legal advice and support to BVT in particular when it comes to the legal transfer of land.

The Estate Caretaker vehicle budget line went over budget for Q3 by £1,762. This is due to the team renting a vehicle whilst we waited for repairs to be carried out on the electric truck.

The costs of two new tyres were also factored into the expenditure for the quarter. The truck has since been repaired, the Estate Caretakers have resumed using that vehicle and returned the rental vehicle.

Lawley Community Hub

For Q3, Lawley Community Hub is showing over budget. This is attributed to a number of utility payments that required payment.

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 and will run until at least the end of 2026. This has already helped to provide a regular source of income for the Lawley Community Hub and is reflected in the Lawley Community Hub Room Hire income line.

Lawley Management Committee Meeting 10.11.26
Agenda Item 8 - Appendix 1

Outurn 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	Q3 July - September 2026 Budget	Q3 July - September 2026 Actual
		Community Charge Income						
777,025	777,025	Community Charges	727,025	728,430	751,025	767,216	757,025	787,758
48,607	48,607	Draw Down from Infrastructure Fund	0	0	0	0	0	0
3,000	3,000	Ground Rents	1,500	1,500	3,000	3,000	3,000	3,000
1,500	1,500	Lawley Community Hub Room Hire	400	0	1,100	96	1,500	1,343
830,132	**830,132**	**Total Community Charge Income**	**728,925**	**729,930**	755,125	770,312	**761,525**	**792,101**
1,000	1,000	Grants & Donations	0	0	500	900	500	900
1,000	**1,000**	**Total Other Income**	**0**	**0**	0	0	500	900
831,132	**831,132**	**Net Turnover**	**728,925**	**729,930**	**755,625**	**771,212**	**762,025**	**793,001**
		Expenditure						
(713,039)	(713,039)	Operational Expenditure	(215,548)	(202,148)	(391,408)	(384,969)	(541,743)	(529,817)
(103,093)	(103,093)	Transfer to Wear & Tear Fund	0	0	0	0	0	0
(15,000)	(15,000)	Transfer to Eileen Hewer Community Projects Funding	0	0	0	0	0	0
(831,132)	**(831,132)**	**Total Expenditure**	**(215,548)**	**(202,148)**	(391,408)	(384,969)	**(541,743)**	**(529,817)**
0	**0**	**Potential Underspend / Overspend**	**513,378**	**527,782**	**364,218**	**386,243**	**220,283**	**263,184**
		LAWLEY ESTATES OPERATIONAL BUDGET						
		Estate Management						
(233,135)	(233,135)	Staffing Costs	(52,584)	(56,943)	(124,804)	(127,935)	(178,969)	(181,914)
(1,530)	(1,530)	Travel Costs	(375)	(184)	(750)	(423)	(1,125)	(571)
(8,343)	(8,343)	Communications	(2,086)	(615)	(4,172)	(5,409)	(6,258)	(5,409)
(734)	(734)	Mobile Telephone	(183)	(169)	(366)	(399)	(549)	(706)
(14,608)	(14,608)	Legal & Professional Fees	0	(105)	(7,164)	(8,001)	(10,746)	(11,520)
(5,872)	(5,872)	Insurance	(1,467)	(1,467)	(2,934)	(2,934)	(4,401)	(4,401)
(133,911)	(133,911)	Landscaping Contract	(29,400)	(20,200)	(63,111)	(58,800)	(98,511)	(88,200)
(10,435)	(10,435)	Tree Surveys & Works	(2,000)	(677)	(4,000)	(3,137)	(8,500)	(4,241)
(15,652)	(15,652)	Communal Lighting (inc Courtyards)	(5,245)	(4,330)	(8,745)	(8,745)	(10,845)	(10,845)
(6,783)	(6,783)	General Repairs (inc Courtyards)	(1,950)	(70)	(3,200)	(831)	(4,350)	(1,545)
(1,530)	(1,530)	Winter Gritting (inc Courtyards)	(500)	(2,884)	(500)	(2,884)	(500)	(2,884)
(432,534)	**(432,534)**	**Total Estate Management**	**(95,790)**	**(87,644)**	(219,746)	(219,498)	**(324,754)**	**(312,236)**
		Estate Caretaking						
(66,163)	(66,163)	Caretaker - Staffing Costs	(14,748)	(14,421)	(35,316)	(34,264)	(50,742)	(49,299)
(5,217)	(5,217)	Caretaker - Travel Costs / Vehicle Costs / Waste Disposal Costs	(1,472)	(1,594)	(2,555)	(2,651)	(3,638)	(5,400)
(490)	(490)	Caretaker - Mobile Telephone	(120)	(75)	(240)	(190)	(360)	(344)
(678)	(678)	Caretaker - Clothing & PPE	(250)	(236)	(400)	(268)	(400)	(437)
(1,566)	(1,566)	Caretaker - Tools and Equipment	(500)	(187)	(1,000)	(305)	(1,000)	(372)
(74,113)	**(74,113)**	**Total Estate Caretaking Costs**	**(17,090)**	**(16,514)**	(39,511)	(37,677)	**(56,140)**	**(55,852)**
		Community Development						
(46,648)	(46,648)	Staffing Costs	(10,608)	(10,368)	(25,024)	(24,620)	(35,836)	(33,237)
(678)	(678)	Travel Costs	(171)	0	(342)	0	(513)	0
(292)	(292)	Office Consumables	(50)	(55)	(136)	(129)	(236)	(211)
(2,270)	(2,270)	Printing & Publications	0	0	0	0	(900)	(16)
(245)	(245)	Mobile Telephone	(60)	(38)	(120)	(95)	(180)	(172)
(11,342)	(11,342)	Community Development & Involvement Activities	(774)	(5)	(258)	(191)	(8,606)	(6,950)
(1,000)	(1,000)	Grant & Donations Expenditure	0	(90)	0	(138)	(500)	(355)
(15,652)	(15,652)	Resident Projects (Eileen Hewer)	(1,692)	(150)	(4,268)	(3,038)	(7,845)	(3,463)
(5,000)	(5,000)	LMC Running Costs	(920)	(5)	0	(5)	(2,000)	(6,753)
(83,126)	**(83,126)**	**Total Community Development**	**(14,275)**	**(10,710)**	(30,148)	(28,216)	**(56,616)**	**(51,156)**
		Office Running Costs						
(30,260)	(30,260)	Lawley Community Hub Running Costs	(15,500)	(14,287)	(26,490)	(22,547)	(28,080)	(31,363)
(30,260)	**(30,260)**	**Total Office Running Costs**	**(15,500)**	**(14,287)**	**(26,490)**	**(22,547)**	**(28,080)**	**(31,363)**
(93,005)	(93,005)	Administration Charge	(72,893)	(72,993)	(75,513)	(77,031)	(76,153)	(79,210)
(713,039)	**(713,039)**	**Total Operational Expenditure**	**(215,548)**	**(202,148)**	**(391,408)**	**(384,969)**	**(541,743)**	**(529,817)**

Lawley Management Committee	
Date	**10th November 2026**
Item 9	**Estates & Stewardship Report**
Author	**Mike Cunneen Estates and Stewardship Manager**
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 3 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 12 for further detail on the work being delivered.

10.2 Estate Management

10.2.1 Estates & Stewardship Manager

During Q3, 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.

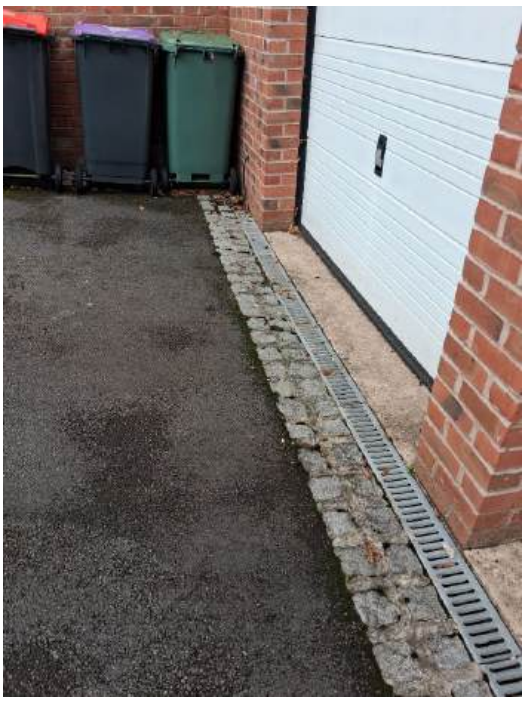
One project that is currently in progress is the contract tender process for the block cleaning and window cleaning services. We received a number of tender submissions for both services. The working group, including a number of residents, evaluated and scored the submissions. An interview was then held with the bidder

that was successful in the evaluation stage for both contracts. The contract process is now at a stage where the contract has been awarded and we are progressing through the mobilisation plan with the contractor, M&BG Limited.

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 continue to carry out minor repairs across Lawley when issues have been identified by the Estates and Stewardship Team. One repair involved a loose cobble stone on Yew Tree Moor that needed a repair in order to prevent an accident. The Caretakers swiftly attended the site and completed the repair. Please see the before and after picture below:





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 regularly go above and beyond what is expected. During Q3, the Officers identified an opportunity to address issues with dog fouling not being removed by residents on Lavendar Close. A dog waste bag dispenser was fitted to one of the lampposts and is being used regularly by residents. This has helped to reduce the amount of dog fouling from being left in situ.



In addition, the Officers have been supporting the business with additional project work during Q3. This includes the GIS mapping project where the Officers have been on site across Lawley checking the accuracy of maps and reporting any anomalies where appropriate. In addition, the Officers have been carrying out surveys across Lawley as part of the sinking fund project. The Officers have been capturing and documenting all key components that will need replacing in the long term, such as fencing, bollards, gates, resurfacing parking areas, lighting etc.

The Officers have been able to demonstrate swift partnership working on these projects whilst also carrying out their estate inspections, working on alteration applications and other tasks in a short period of time and meeting the deadlines that were set. Other members of the Estates and Stewardship Team also supported with the surveys to ensure the deadline was met and demonstrated excellent partnership working.

The Estate Officers were involved in an additional project during Q3 which was taking part in a filming project to produce a number of short and informative ‘Did you know’ videos for the BVT Lawley social media page. The videos included subjects such as external doors, rendering, roads and paths, running a business from home and refuse bins. Each video provided information on how to get in contact with the Estates and Stewardship Team if residents wanted to ask any questions or obtain additional information.

10.2.4 Grounds Maintenance Contractor

During Q3, M&BG's performance was strong. Resident satisfaction came in at 93% (above the target of 90%), quality of the works carried out was marked as 100% and there were no rectifications recorded by BVT or M&BG.

During the period, we experienced a number of heatwaves that led to M&BG changing their scheduling due to the regular grass cutting not being required which was communicated to residents via social media. The contractor focussed on other tasks such as hedge and shrub pruning and shaping, but also taking into consideration bird nesting season where it was evident certain work needed to be pushed back into the Autumn period. 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.













Quarterly Performance Report

Estates & Stewardship – Lawley

(Q3 1st July 2026 – 30th September 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 3 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
- Home Ownership
- Dissatisfactions, complaints and compliments
- Community development and partnerships
- Grounds maintenance

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

Financial

No.	Measure	Q1 2026	Q2 2026	Q3 2026	Q3 2025	Trend	Target	YE 2025
01	Stewardship Charge collected against amount invoiced %	91.73%	93.26%	96.12%	97.55%		98%	98.44%
02	Stewardship Charge Arrears (£)	£319,408.02	£221,030.43	£116,407.44	£97,471.14		Report	£14,579.64
03	Stewardship Charge True Arrears (£)	£64,227.19	£52,379.52	£30,120.04	£17,473.38		Report	£11,268.72
04	Number of household with accounts in arrears	1596	1596	1489	2266		Report	102
05	Number of Direct Debits in place	1329	1318	1330	1276		Report	1263
06	Number of cases with arrears action	140	84	46	30		Report	30
07	Number of households in debt 1 year or over	177	91	52	28		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.

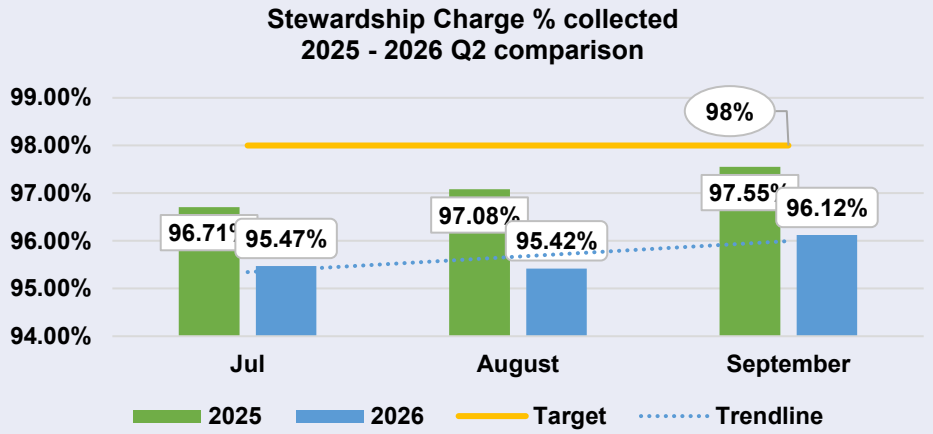
KPI07 To show positive progress the number of households in debt of 1 year or over will show a trend of steadily decreasing at each quarterly meeting.

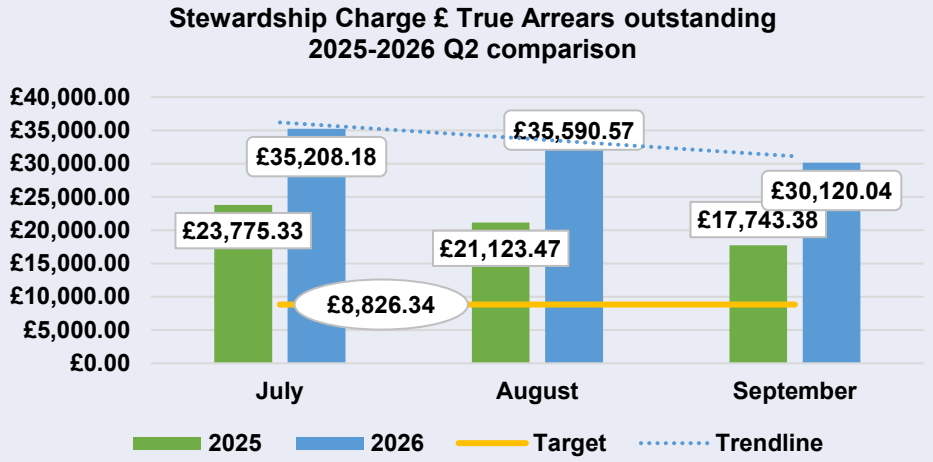
Performance commentary:
The target for 2026 is to collect 98% of the Stewardship Charge for Lawley.

Of the total Community charge for Lawley of £777,025, £116,407.44 is currently outstanding. This includes allocated Direct Debits.

Within this figure, £30,120.04 represents true arrears, meaning accounts with no active payment plans, including debts carried over from previous years. Currently, 3.88% of the total charge remains unpaid, and work will continue to meet the 98% target by the end of 2026.

Comparative graphs for Q3 2025 and 2026 show that collection performance improves at the end of the period as well as the arrears that are outstanding.





Financial

At the end of September 2026, there are 1330 direct debits in place in Lawley showing an increase of 54 from Q3 2025.
Currently, 1489 accounts are in arrears. This has reduced from 1596 by 107 accounts from Q2 2026. In Q3 there are 52 households where the debt is 1 year old or more compared to 91 at the end of Q2 2026.
Of the accounts in arrears, 46 are currently undergoing arrears action.
10 at 1st action stage
17 at 2nd action stage
19 at 3rd action stage
0 at 4th action stage (County Court judgement application)
The reasons for non-payment include an additional 51 properties handed over in September.

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.

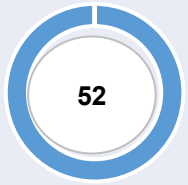
Direct Debits in place Q3 2026



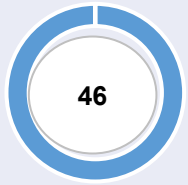
Accounts in arrears Q3 2026



Households in debt, 1 year or more.



Households in arrears action



If performance is not currently on target, what are the reasons for this:
The target for the Stewardship Charge collection is set at 98%. 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	Q3 2026	Q3 2025	Trend	Target	YE 2025
08	Number of new breaches reported (in month)	61	42	39	100		98%	256
09	Number of Breaches closed	52	37	40	95		Report	220
10	Number of Breaches in progress	12	12	23	New 2026		Report	New 2026
11	% of Breaches completed on time	65%	65%	61%	89%		Report	100%
12	Average number of days taken from date breach logged to full resolution	54.4	35.13	29	36.4		28 days	6.2

Performance measures, trends and targets

KPI08- KPI12 reflect the activities of the Estates & Stewardship Team in addressing breaches of covenant including the Design Guide.
While all areas of the village undergo detailed formal inspections on a five-week rota, the Estates Officer also conducts daily walkabouts to identify and report additional issues.

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

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

Performance Commentary
In Q3, a total of 39 breaches were recorded in Lawley.

In July, 16 new breaches were reported in Lawley. The majority of breaches related to 7 garden standards, 3 bins and recycling, 3 uauthorised alterations, 2 running a business, 1 parking. We have found some residents have left gardens during the hot weather which have become dry and unsightly with longer weeds.

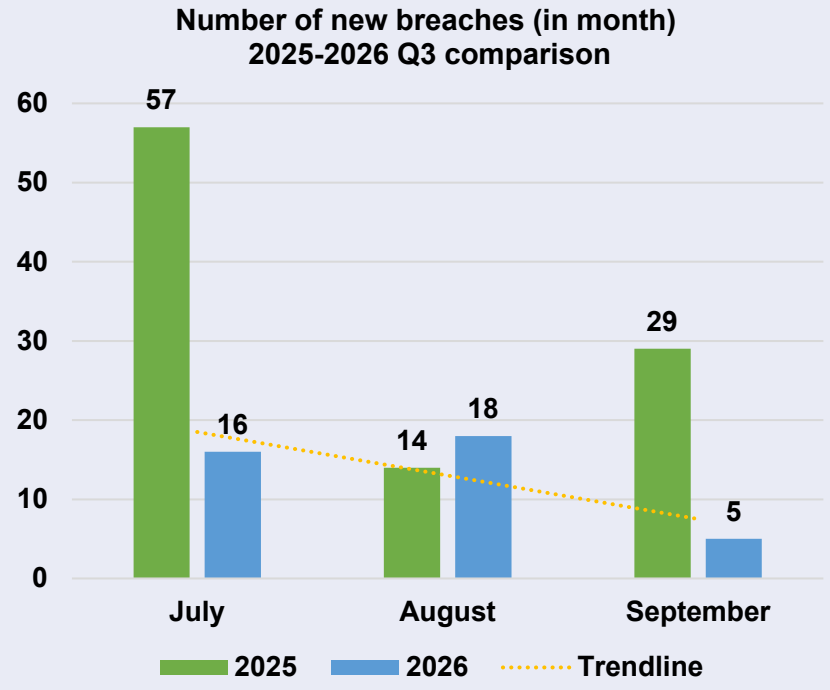
In August, 18 new breaches were reported in Lawley. The majority of breaches related to 16 garden standards, 1 property maintenance and 1 unauthorised alteration.

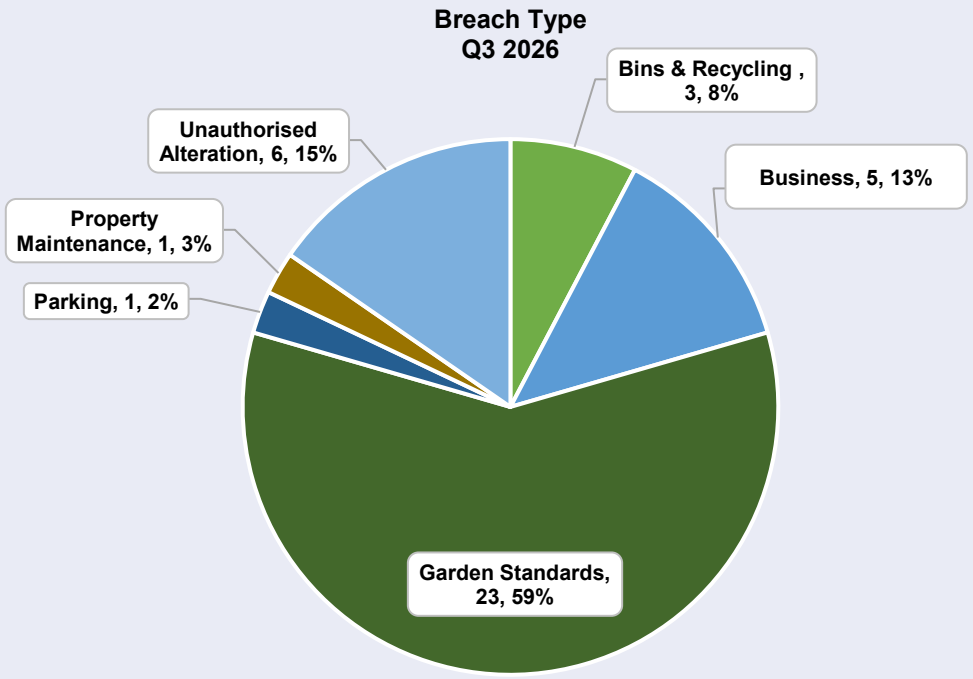
In September, 5 new breaches were reported in Lawley. The majority of breaches related to 3 running a business (Airbnb x 1 nail business x 1, car repairs x1) and 2 unauthorised alterations. The figures are low this month due to the sinking fund project taking priority for the majority of September.

In Q3, 40 breaches were closed including garden breaches, unauthorised alterations, running a business and breaches regarding bins.

In Q3, the average time taken to resolve breaches in Lawley was 29 days, down from 36.4 days compared to Q3 2025 which is an improvement.

In the same period, 61% of breaches were completed on time. This figure has come as a result of residents not responding within the given timeframes, extended times for investigations, team annual leave in the office and the GIS mapping project and the sinking fund project taking priority for the majority of September. As the sinking fund project has come to an end, this will enable to the team to re-focus on reprioritising their casework.





If performance is not currently on target, what are the reasons for this:
As mentioned on slide 5, in Q3, 61% of breaches were completed on time. This figure has come as a result of residents not responding within the given timeframes, extended times for investigations, team annual leave in the office and the sinking fund project taking priority for the majority of September. As the sinking fund project has come to an end, this will enable to the team to re-focus on reprioritising their casework.

If performance is currently not on target, what action are you taking to improve performance:
As mentioned above, to address this, now that the sinking fund and GIS mapping projects have come to an end, the team will reprioritize their casework and 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	Q3 2026	Q3 2025	Trend	Target	YE 2025
13	Number of new alteration applications received in month	36	63	43	26		Report	107
14	Number of alterations in progress	3	6	14	3		Report	2
15	Number of alterations rejected	1	0	2	3		Report	1
16	Number of alterations withdrawn	3	0	0	2		Report	4
17	Number of alterations appeals	0	0	1	0		Report	0
18	Number of alterations completed on time	34	59	44	26		Report	91
18a	Number of alterations completed, but not on time	0	0	0	0		Report	
19	Percentage of alterations completed on time	94%	100%	100%	82%		100%	90%
19a	Number of alterations applications carried forward to next month	3	12	14	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.

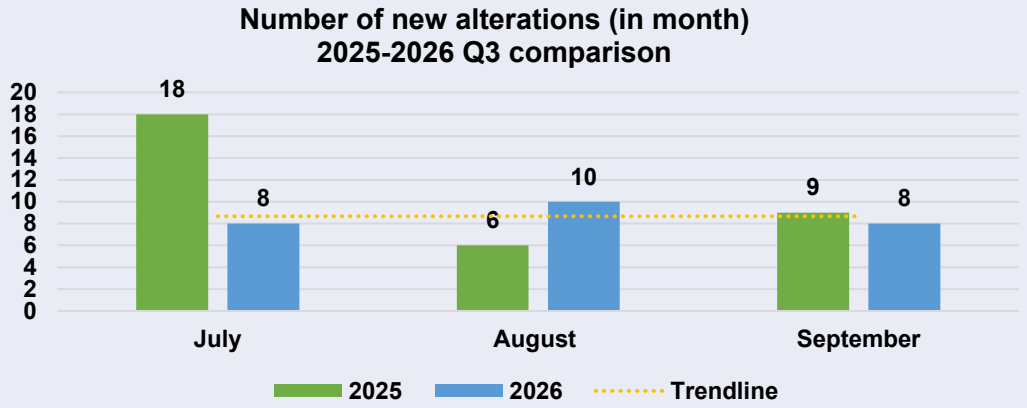
While there are no formal targets attached to these KPIs, performance is monitored, and the trend should consistently demonstrate that 100% of applications are processed within the required timeframes.

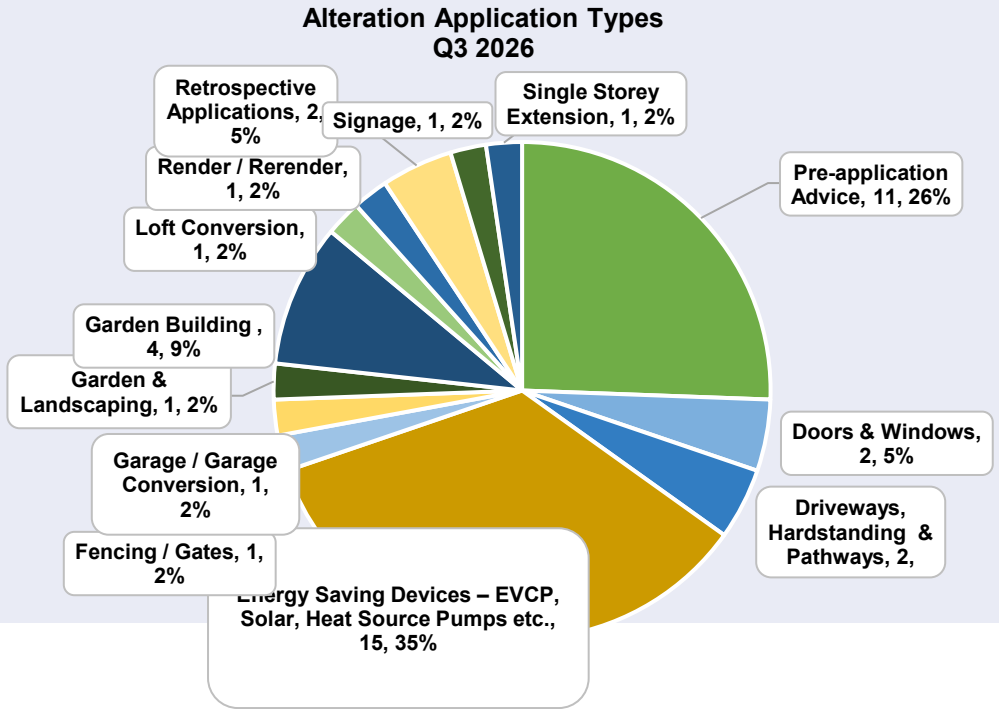
Performance Commentary
During Q3, a total of 43 alteration applications were received. This figure is higher than the number recorded by the end of Q3 2025, which saw 26 applications. During Q3 2026, 44 applications have been completed on time.

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 Q3, this is attributed to the efficiency of the Estate Officers. The applications that were processed included the likes of energy saving devices, pre-application advice and 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	Q3 2026	Q3 2025	Trend	Target	YE 2025
20	Number of planned estate inspections completed to target	33	33	33	21		Report	94
21	% of planned estate inspections completed to target	100%	100%	100%	90%		100%	100%
22	Number of caretaker courtyard inspections and planned works completed to target	277	237	298	259		100%	950
23	% of caretaker courtyards completed to target	100%	100%	100%	100%		100%	95%
24	Number of monthly block inspections completed to target	46	52	52	New 2026		4 per week/ 16 per month / 48-52 per quarter	New 2026
25	% of block inspections completed to target	96%	100%	100%	New 2026		100%	New 2026
26	Number of weekly block compliance checks completed to target (fire alarm and water flush)	14	52	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%	100%	New 2026		100%	New 2026
28	Number of monthly block compliance checks completed to target (emergency lighting)	4	4	4	New 2026		4	New 2026
29	% of monthly block compliance checks completed to target (emergency lighting)	100%	100%	100%	New 2026		100%	New 2026
30	Number of litter bins emptied to target	90	78	84	New 2026		Report	New 2026
31	% of litter bins emptied to target	100%	100%	100%	New 2026		100%	New 2026
32	Number of estate caretaker repairs completed	4	6	7	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 Q3, 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 Q3 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 Q3, this included the likes of fence repairs, replacing a missing paving brick and replacing a drain cover.

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	Q3 2026	Q3 2025	Trend	Target	YE 2025
33	Number of accidents reported	2	1	1	New for 2026		Report	New for 2026
34	Number of incidents reported	0	1	0	New for 2026		Report	New for 2026
35	Number of near misses reported	4	0	1	New for 2026		Report	New for 2026
36	Number of RIDDOR reportable accidents	0	0	0	New for 2026		Report	New for 2026
45	Annual tree inspections completed to target (Savills)	N/A	1	0	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	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 August 2026:

1. A member of the Estates and Stewardship team spilt hot water from the kettle and it burnt the back of their hand. Their hand was put under tap with cold water immediately and then iced for 20 minutes. There were no blisters or severe burns as a result of the accident, the skin just looked a little red and irritated. The Estates and Stewardship Manager was made aware. No treatment was needed and the colleague was fine to resume their normal working day. This was discussed further at the most recent team meeting to all just to reinforce taking extra care.

Incident Reporting:

There was one near miss reported in September 2026:

1. A member of the Estates and Stewardship team moved some flowers on the desk that were in a vase and it toppled over onto the floor and smashed the vase as it was top heavy. The flowers were a birthday present to be taken home, not something we normally have in the office. The broken glass was swept up and disposed of safely into the bin without injury. The colleague was informed to take extra care in future in these sorts of scenarios. This was discussed further at the most recent team meeting to all just to reinforce taking extra care.

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 Q3, following the completion of the annual tree survey in Q2, no tree works were required.

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	Q3 2026	Q3 2025	Trend	Target	YE 2025
47	Change of Ownership Number of Instructions	28	46	47	39		Report	142
48	Change of Ownership Number of completions	24	15	39	9		Report	110
49	Change of Ownership Number of in progress	279	354	363	186		Report	95
50	Change of Ownership Number withdrawn	0	0	0	0		Report	0
51	Average timescale for dealing with solicitor pack requests (working days)	21	17	15	New 2026		5	New 2026
52	Average timescale for completion of the process	TBC	TBC	TBC	New 2026		5	New 2026
53	Transfer of Equity Number of Instructions	4	0	1	3		Report	19
54	Transfer of Equity Number of completions	3	0	1	1		Report	13
55	Transfer of Equity Number of in progress	42	48	47	61		Report	13
56	Transfer of Equity Number withdrawn	0	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 and new completions are more in Q3 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 was 1 instruction, 1 completion and 0 withdrawn during Q3. There are 47 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	Q3 2026	Q3 2025	Trend	Target	YE 2025
69	Number of expressions of dissatisfaction received	2	1	2	1		Report	12
70	Number of formal complaints received	1	2	4	6		Report	12
71	% of formal complaints responded to within target time	100%	100%	100%	95%		Report	100%
72	Number of compliments received	1	5	2	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 Q3 2026, there were two expressions of dissatisfaction from residents who reside on Phase 1B. The feedback was concerning the frequency and quality of the work that was delivered during the week commencing 28 September. The completion of the grass cutting was pushed back due to the wet weather, but then the residents were unhappy with the quality of the work that was delivered by the operative who stepped in to support the regular operative who was out of the business at that particular time. The Estates and Stewardship Manager discussed the matter with the M&BG Business Manager and kept the two residents informed of the timing of the work. One of the residents expressed their satisfaction with the follow up work. The second resident did not provide a response. The Estates and Stewardship Team and the M&BG team will continue to monitor the service that is being delivered and will raise any issues where necessary.

In Q3, three Stage 1 complaints were raised (one of which was escalated to a Stage 2 complaint). Please see the details below:

1. The resident was unhappy with BVT's approach regarding the storage of their refuse bins, despite other neighbouring properties also displaying bins at the front of their properties. The complaint was partially upheld in the resident's favour and actions were implemented. These included ongoing inspections of the estate, joint working with Wrekin Housing to address refuse bins being stored at the front of properties and other breaches of the estate covenants. The resident escalated the complaint to a Stage 2 complaint as they questioned what has changed and whether the actions identified at Stage 1 will make a difference given the length of time the resident has been raising the concerns. Upon a review of the Stage 1 complaint, it was deemed that it was appropriately investigated and that the conclusions reached were reasonable based upon the evidence available. The Stage 2 complaint was therefore not upheld.

2. The resident was unhappy about the inspections or maintenance programmes are currently in place in Lawley as well as what the annual community charge is being spent on. The complaint was not upheld in the resident's favour as the issues identified in the complaint predominantly relate to communal landscaped areas that have not yet transferred to BVT and therefore remain the responsibility of the relevant developer, or to matters falling within the responsibility of Telford & Wrekin Council.

3. The resident was unhappy with the ongoing estate breach and nuisance pertaining to the football goals that are in situ on the public open space opposite their property. The complaint was upheld in the resident's favour and actions were implemented. These included ongoing inspections of the public open space and addressing any issues where identified and working with the owner of the football goals to ensure they are removed from the open space after each time they are used.

In Q3 2026, we received two compliments for the Estate Officers and M&BG. One was for the Estate Officers' work in supporting a resident with raising a repair. The second was for M&BG from a resident on Phase 1B. The resident acknowledged the grounds are consistently tidy, well-kept, and clearly cared for with real pride.

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	Q3 2026	Q3 2025	Trend	Target	YE 2025
73	Number of community volunteers in our community places	14	16	80	84		Report	225
74	Number of voluntary hours in our community places	31.5	36	153	320		Report	701
75	Number of BVT involved residents	28	29	28	27		Report	108
76	Number of organisations using community places (Lawley Hub)	40	63	33	41		Report	162
77	Total occupancy rates for BVT community places % (Lawley Hub)	7.5%	5%	14%	27.4%		Report	7.7%
78	Number of young people engaged in youth activities	427	146	663	1931		Report	3664
79	Number of older adults taking part in social activities across neighbourhoods	43	25	108	334		Report	1349
80	Number of residents/ service users involved in formal/ informal consultation groups	28	2951	257	2382		Report	3592
81	Number of community groups or organisations supported	86	117	83	146		Report	532
82	Total number of partners in contact with an offer of support, collaboration or information each month	288	369	264	348		Report	1290
83	Number of BVT hosted community involvement community events & activities taken place	22	27	32	94		Report	229
84	Number of external community partnership events & activities that BVT have attended or supported	2	25	20	14		Report	35
85	£ social value generated through community development activities	£131,470	£40,534	£316,550	£854,104		Report	£1,143,242
86	Satisfaction with community events and activities	See commentary	See commentary	See commentary	See commentary		Report	See commentary

Performance commentary:

Community volunteers:
In Q3, 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 the Telford Methodist Circuit volunteers holding the pop-up play and chat sessions at Smallhill Park. In addition, the figure factored in the Lawley Running Club contributing 60 volunteers for the event as marshals and event set up staff.

Total occupancy rates for BVT community places:
In Q3, the total occupancy rates for use of the hub increased. The change was due to a new weekly booking by the Healthy Lifestyles Service which takes place every Friday.

In Q3, satisfaction with community events and activities was viewed as positive for events and activities in Lawley, gathered from verbal feedback from service users at the children's holiday activities we hosted with partners. In addition, in September, 29 residents gave written feedback about the Fun Run via Facebook comments, the reach was larger as this was shared across multiple platforms by BVT and the other organising partners. Feedback was overwhelmingly positive, although there was no definitive satisfaction measure.

Young people engaged in youth activities:
Q3 saw 663 young people involved in youth activities. Engagement included 3 children's summer holiday activities and the Lawley Summerfest event. Engagement in September reduced from last August due to the new school year starting. However, there was good engagement for the Lawley 5k Fun Run. It does remain above the resting monthly average observed without the large scale events.

Older people taking part in social activities:
Q3 saw the number of older people involved in social activities increase compared to Q2 2026. In July, 30 older adults took part in social activities across Lawley. Participation this month included the annual Lawley Summerfest event. In August, 51 older adults took part in social activities across Lawley. Participation this month included a coach trip to the coast including 44 from the local care homes and local outreach activities like the Armed Forces group. In September, 27 older adults took part in social activities across Lawley. Participation this month included spectators for the Fun Run and local outreach activities like the Armed Forces group and the Bereavement Group.

Number of residents/service users involved in formal/informal consultation groups
In Q3, the figure decreased compared to Q2 2026. In July, 204 residents took part in formal consultation for the Lawley Management Committee elections. 55 total postal votes and 149 votes cast online. In August, 12 residents and service users took part in both formal and informal consultation groups across Lawley. Engagement included further induction of new Scrutiny Group members and the Lawley Management Committee participation. In September, 41 residents and service users took part in both formal and informal consultation groups across Lawley. Engagement included an alterations Appeals Panel, Lawley Management Committee, a Sounding Group project for block cleaning contracts and the Communications Forum. There were also 29 residents who provided written feedback comments about the Lawley 5k Fun Run.

New social value indicator:
In Q3, community development activities generated £316,550 in social value across Lawley for health and wellbeing from seeking support at the Bereavement Group. Attendees has shown notable improvement in confidence, relief from anxiety, and motivation to address addiction. The friendly and welcoming atmosphere of the group benefits first time members and regular attendees who have genuinely come to rely on the group for support and say it has helped them a lot.

If performance is not currently on target, what are the reasons for this:
Overall performance is good with the community development and partnerships and there have been improvements when comparing Q3 2026 to Q2 2026. Engagement in September for young adults reduced from last the previous month due to the new school year starting. The seasonal increase in Q3 is the result of the annual fun run and having 60 volunteers from Lawley Running Club to marshal the event.

If performance is currently not on target, what action are you taking to improve performance:
There are still improvements that can be made with the service and efforts are ongoing to do this. We continue to seek new bookings for Lawley Community Hub and engaging with new partners. We have enquiries for paid bookings from new organisations such as Telford and Wrekin Council's Children's Safeguarding & Family Support and from Community Resource. We have had a decrease this year in older adult participation in community groups such as regular crafts and knitting. To improve this, we have been building on the work from the Bereavement Group and Armed Forces drop-in which serve this age range well. In addition we are looking to do some more cooking activities with the care homes and crafts.

Grounds Maintenance

No.	Measure	Q1 2026	Q2 2026	Q3 2026	Q3 2025	Trend	Target	YE 2025
1	Programme of work complete against agreed specification for each neighbourhood	33	33	33	New 2026		33	New 2026
2	% of inspections complete against planned calendar	100%	100%	100%	New 2026		100%	New 2026
3	Number of Quality Audits completed	3	3	3	New 2026		3	New 2026
4	Average score of Quality Audits	100%	100%	100%	New 2026		100%	New 2026
5	Number of rectifications needed against programme of work	0	0	0	New 2026		0	New 2026
6	Percentage of residents satisfied with Grounds Maintenance in their neighbourhood	97%	98%	93%	New 2026		85%	New 2026
7	Number of expressions of dissatisfaction received	0	0	2	New 2026		0	New 2026
8	Number of formal complaints received	0	1	0	New 2026		0	New 2026
9	% of formal complaints responded to within target time	0	100%	0	New 2026		0	New 2026
10	Number of compliments received	0	1	1	New 2026		0	New 2026
11	Number of Accidents reported	0	0	0	New 2026		0	New 2026
12	Number of incidents reported	0	1	0	New 2026		0	New 2026
13	Number of near misses reported	0	0	0	New 2026		0	New 2026
14	Number of RIDDOR reportable accidents	0	0	0	New 2026		0	New 2026
15	Percentage of mandatory health checks completed	100%	100%	100%	New 2026		Report	New 2026
16	Number of competency job-related training course completed	6	0	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 Q3, 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 93% for Q3 against a target of 85%. Feedback from Q3 included areas of grass not being maintained, largely due to access issues, an area around the SuDs on Phase 6 not being maintained (this work was paused temporarily due to live newt activity) and shrubs requiring cutting back. For all items of feedback, 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. The team will also contact the residents (who wish to be contacted) to keep them informed, M&BG will complete the outstanding work and inform the Estates and Stewardship Manager when its been completed.

Expressions of dissatisfaction, formal complaints and compliments.
There were two expressions of dissatisfaction from residents who reside on Phase 1B. The feedback was concerning the frequency and quality of the work that was delivered during the week commencing 28 September. The completion of the grass cutting was pushed back due to the wet weather, but then the residents were unhappy with the quality of the work that was delivered by the operative who stepped in to support the regular operative who was out of the business at that particular time. The Estates and Stewardship Manager discussed the matter with the M&BG Business Manager and kept the two residents informed of the timing of the work. One of the residents expressed their satisfaction with the follow up work. The second resident did not provide a response. The Estates and Stewardship Team and the M&BG team will continue to monitor the service that is being delivered and will raise any issues where necessary.

One compliment was received during the period from a resident on Phase 1B. The resident acknowledged the grounds are consistently tidy, well-kept, and clearly cared for with real pride.

Health and safety incidents
There were no health and safety accidents, incidents or near misses raised during Q3.

Health Checks and Operative Training
During Q3, site safety and welfare health checks were carried out on M&BG's vehicle, tools and other equipment by the Estate Officers. No issues were raised during the checks and the Officers recognised that the vehicle, tools and equipment complied with regulations.

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	**10th November 2026**
Item 11	**Progress on Lawley Projects 2026/27**
Author	**Mike Cunneen Estates and Stewardship Manager**
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 2026/27.

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 and 2027, 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 urban drainage systems (SUDS) and the handover of the remaining phases and the negotiation for the handover of the 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.

Block Cleaning and Window Cleaning Contract – In progress

The block cleaning and window cleaning contracts were awarded to M&BG Limited who will be responsible for delivering the services across Lawley, Lightmoor and Birmingham. We are currently in the mobilisation period of the contract and working closely with M&BG Limited to ensure a smooth transition period from the existing contractor. The contract will go live from 9th November 2026.

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 and will continue into 2027.

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.

In addition, the relevant legal counsels are being contacted with the aim of completing the handovers of a number of outstanding public open spaces and courtyards. The E&S Manager is making good progress with the handover arrangements of the apartment block at St Johns Walk. Colleagues from BVT, Barratts and Homes England have all been involved in this process and the aim is for the block to be handed over to BVT in the early stages of 2027.

This work and other work involved in the handover of the NAPR and remaining phases will continue into 2027 through the Long Term Stewardship Group (LTSG).

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. This work will continue on into 2027.

Five-year review of Lawley Sinking Funds – In progress

The Estates and Stewardship Team have recently been completing the stock condition surveys across Lawley. The findings from the survey will establish the key components and when they will need replacing in the long term, for example windows, fencing, resurfacing parking areas, lighting etc.

A report will be presented during the formal business meeting on 10th November with a recommendation to approve the plan for delivering the planned and major renewal programme across Lawley.

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.

The GIS mapping provider have been submitting batches of queries to BVT in order for clarification of the boundaries to be provided. Responses have been provided to the provider and the project is currently in progress until completion which is to be confirmed.

Partnership Working – In Progress

The E&S Manager is actively working with a number of local partners with the aim of improving relations and partnership working. The E&S Manager is recommencing the regular catch ups with the Safer Neighbourhood Team (SNT) for Lawley and Overdale.

This will give the opportunity to engage with the team and to highlight and discuss any issues or concerns that are taking place in Lawley. In addition, the E&S Manager has introduced periodical catch ups with the Clerk to the Council from the Lawley and Overdale Parish Council.

The aim is similar to the meetings with SNT which is to build relations and to discuss any issues that are prevalent to Lawley. This work is ongoing and will continue into the future.

Lawley Management Committee	
Date	**10th November 2026**
Item 12	**Community Development & Partnership Report**
Author	**Lin Powell** **Community Development & Partnerships Officer (CD&PO)**
Contact Details	**lindseypowell@bvt.org.uk** **07702894540**

1. Purpose of Report

The purpose of this report is to inform Committee about the Community Development and Partnerships activities undertaken in Lawley during Quarter 3 of 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 Section 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 Q3 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 & 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**.

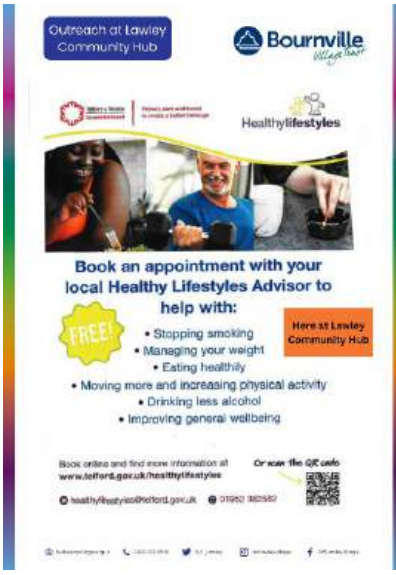
Appendix A – Q3 Community Report

11.1 Outreach

Community groups, partner agencies and local businesses continue to engage with us across all aspects of our work in Lawley, many of whom have sessions booked at Lawley Community Hub. In addition, we use the hub space to meet with our contractors, hold meetings with outside partners and many of the wider BVT teams use the hub as a meeting point for consultations with residents. This provides local access to valuable support avenues for our community; particularly useful for those with limited mobility/transportation, helps to keep Lawley at the heart of our decision-making processes and is an additional source of income for the hub. We use our wider 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. Citizens Advice are continuing their bookings generating income. Drop-in sessions for SEND IASS, Family Hubs, Bereavement and Armed Forces are all established well. We work hard to make connections between local services so our residents can access a wide range of services effectively.

- **Healthy Lifestyles** – We have a new booking from the Telford and Wrekin Healthy Lifestyles team, having private hire of the meeting room to block-book sessions of support and advice for residents. This includes blood pressure checking and nutrition advice. These Friday daytime bookings have been very popular and provide hub income.







- **Armed Forces Tea and Toast** - As part of our commitment to offering quality services, we are always striving to improve. Feedback from one of our most successful groups, the Tea and Toast, showed they wanted new tea and coffee pots for use at the table, so these have been purchased to help top up drinks more accessibly for our disabled visitors. These have now been purchased. Regular attendance to this group is between 10-16 people each month, we expect the months around Remembrance to be extra busy. We are going to do a community art project with our veterans at the next session, with poppies to write on to remember their fallen comrades.





- **Telford Bereavement Group** – Have recently received lottery funding to facilitate the many groups it holds across the county. Shane, the founder, is also looking for volunteers to help support the groups. Regular attendance to this group is between 6 and 10 people, with a mix of new participants and regular members.







- **Booking enquiries** - We actively seek new bookings for Lawley Community Hub and engaging with new partners. We have enquiries for paid bookings from new organisations such as Telford and Wrekin Council's Children's Safeguarding & Family Support and from Community Resource, possibly for a hearing hub, they currently are applying for external funding for staffing.

11.2 Partnerships

- **Community Coffee Morning** – The Autumn event was held on 24th September with good engagement and attendance from partners. This included: TWC CVS with Telford Autism Hub, Healthwatch, the Women's Institute, The Darby Singers, Family hub, Healthy Lifestyles, Home Instead and our BVT money matters and neighbourhood coordinators. This quarter's event was in support of the Macmillan Coffee Mornings. These networking opportunities showcase our hub space for hire and help to form a mutually beneficial contacts web centred around Lawley.







- **Lawley Community Consortium (LCC)** – Funding has been secured for events covering the anchor events in 2027 and 2028, as previously agreed by the consortium. 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. We are planning improvements to several areas of green open space and depending on the sponsorship levels from businesses we may apply to this fund to add to the project next year.

- **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.

Collaborative Funding Costs (£) of Major Lawley Events 2026:

Event	Bournville Village Trust Lawley	Lawley and Overdal Parish Council	Lawley Community Consortium	Councillor's Pride	Total Per Event £	Other contributions or added value	*State other funding sources and comments
Summerfest	5000.00	6000.00	5642.60	1250.00	17892.60	Chairty fundraising for Severn Hospice	*LCC £6000 max
Children's Holiday Activities	867.30	867.30	0.00	1680.00	3414.60	Significant Councillor's Pride funding	*BVT Lightmoor paid for own
Lawley 5k Fun Run	500.00	500.00	1000.00	0.00	2000.00	Extensive sponsorship from local businesses and agencies.	LCC £1000 max
Christmas Event	2000.00	2000.00	3000.00	450.00	7450.00	Lawley Primary School have waved the hire rates.	*LCC £3000 max
Total Per Organisation	8367.30	9367.30	9642.60	3380.00	30757.20	Many local groups contribute volunteers	Christmas costs are estimated

- **Internation Tree Foundation** have granted BVT £900 for community fruit and nut trees; they are pledging £30 each for 30 trees to be planted in Lawley. The first phase of this project with schools and care homes has been delivered. We are working with M&BG to secure the second phase, they are contributing their social value commitments for the year to the project. Due to the extreme weather conditions this year, we delayed the planting of the larger trees to minimise losses from any trees not surviving the drought and heat. This will recommence in Q4 with advice from M&BG and our BVT Arborist Steve Hemms.

- **Formal/informal consultations -** Residents and service users in Lawley have been involved in formal and informal consultation activities using a variety of approaches:
  - During the recent LMC election process, 204 residents took part in the voting procedure (55 postal and 149 online).
  - The Sounding Project Consultation continues to consult with residents in our apartment blocks about the tender of a cleaning contract for the blocks. Residents were invited to come to the hub or attend online for a consultation about the tender of the window and block cleaning contract for the Smallhill Apartments. They could speak to the team, share insight and find out more about the services. This is due to reach the mobilisation phase of the project in Q4.
  - The communications forum meeting was held quarterly, and details can be found in the communications report. Discussions held around the Lawley breach process and communications sent to residents, with a meeting to be held with Estates & Stewardship Managers to discuss next steps e.g. clarifying the breach process and whether the Design Guides need updating.

- **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.

Month 2026	Enquiry Topics 2026 Each month we have had residents drop-into the hub to enquire about:
July	This period we have had 6 Enquiries including: printing documentation for legal letters, visiting the Neighbourhood Coordinator, applications for solar panel alterations, enquiry about a possible breach from a neighbour's caravan, alteration enquiry about doors, EV charger alteration information
August	This period we have had 4 Enquiries including: BVT tenant surgery, resident seeking help with gardening, estate dates, enquiries with Estate Officers

Sept	For this period resident enquiries included: parking concerns in the local area, trees with Homes England that need cutting back, parking of an excessive number of cars/possibly Airbnb, paying electricity bills with cash, Fun Run raffle prize collection, tree ownership on footpaths, enquiry of pricing for paying Barratts direct debit, spending of the community charge, grass cutting affecting local dear on council land, when the police surgeries are, location of parish council, alteration documentation, local baby groups and events, tree cutting responsibilities, booking hire of the meeting room, paperwork for moving house

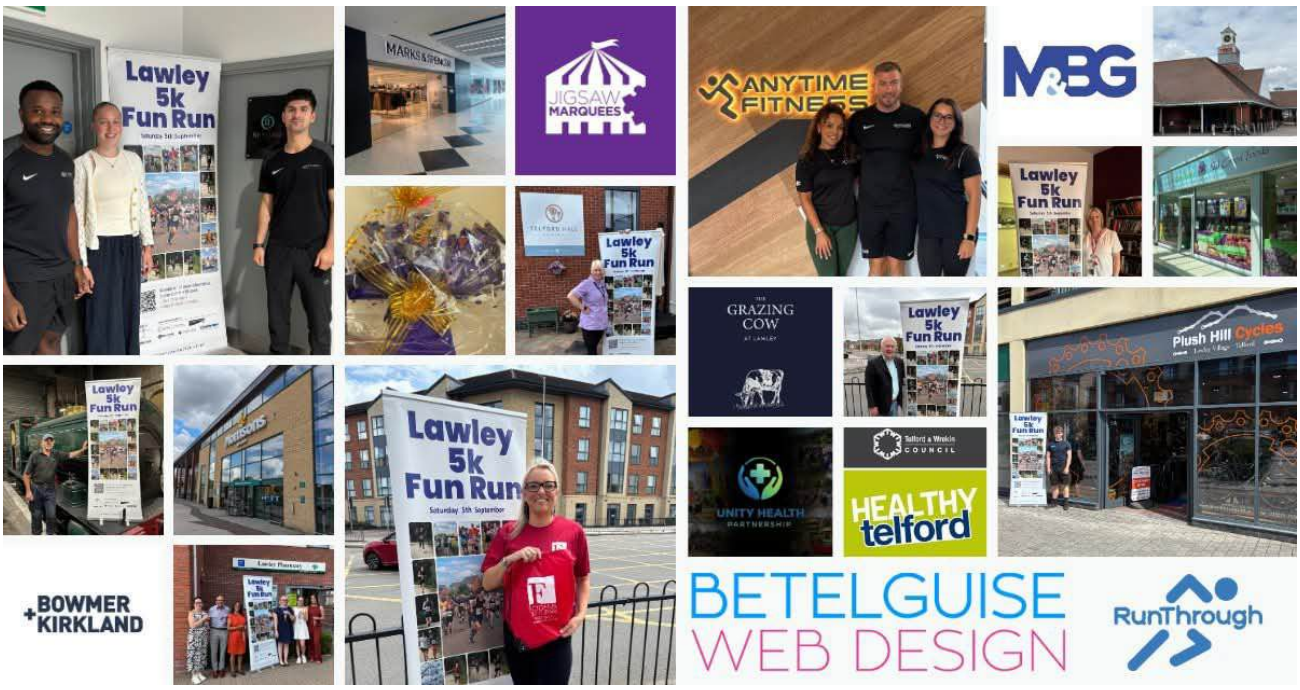
- **Virtual Noticeboard –** This continues to be a popular medium for supporting partners, increasing our engagement with our residents and consultations. Through the Virtual Noticeboard we connect with over 300 contacts monthly and assist partners in sharing events and activities with residents.
  This can be viewed here:
  https://sway.cloud.microsoft/aTr2Zco1fDrhd2gX?ref=Link&loc=mysways

- **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** – Sponsorship for this year's event has been exceptional, many thanks to the LOPC for their efforts in this field. We have had several new sponsors, as well as the faithful local businesses and organisations that have been present from the very first events, such as Lawley Pharmacy who have always sponsor the medals.
  - BVT donated Cadbury's chocolate to the goodie bags in purple candie strip bags with a label with our logo, this is to celebrate our Bournville heritage and is well received at events. Inside the bags we write a congratulations letter to the runners and also advertise all the outreach activities at Lawley Community Hub, this has a reach of 350 runners and their families.
  - M&BG kindly donated packets of seeds for growing wildflowers as part of their social value commitment with their GM contract and supporting biodiversity.

A special thank you to:

- Anytime Fitness Telford
- Reform Physio
- Plush Hill Cycles
- Lawley Pharmacy
- Bowmer + Kirkland
- Fodens Solicitors
- Telford Steam Railway
- Telford Hall Nursing Home (Sandstone)
- Lawley Bank Court (Sanctuary Supported Living)
- Tesco, Wrekin Retail Park
- Tesco, Madeley
- Jo Chattell - Community Champion - Tesco Madeley Superstore
- Morrisons, Lawley
- Marks and Spencer, Telford Town Centre
- Healthy Telford
- Healthy Smile Team
- Grape Tree, Telford Town Centre
- M&BG
- The Grazing Cow at Lawley
- TCMR Radio, Telford
- Betelguise Web Design Shropshire
- RunThrough
- Unity Health Partnership Ltd
- Jigsaw Marquee
- Telford Toilets
- Lawley and Overdale Parish Council
- BVT in Lawley Village
- Lawley Running Club



- **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. Barratts showed a keen interest in a sculpture installation with bulb planting, we have conducted an extensive round of quotations for a range of options. Barratts have then been presented with a sponsorship package so they can choose their package or tailor their own. This can be seen in **Appendix C** with an artist's impression of the proposed installation. Many thanks to our Communications Officer for their hard work on helping to deliver a comprehensive and professional sponsorship brochure, with costs ranging from £2400 to £3900.





- **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. Total fundraising figures will be released after the final fundraising events at Christmas, and we will be once again holding our annual cheque presentation with the charity, partners and sponsors in January.

Severn Hospice
here and at home



- **Estate Dates –** Elle from Wrekin Housing continues to join 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

- **Summerfest 2026** – Our flagship summer event was held this year on Saturday 4th July on Lawley Village Green. The event was a resounding success and we received excellent feedback. We would like to thank all our Estates staff, LOPC staff, partner organisations and volunteers for their efforts in delivering this wonderful community musical festival and family fun day. **Full impact assessment found in Appendix D.**



Attendance was exception and, in the region of 2000 people, consisting of local residents, families and friends. There was a variety of activities for children and families including, inflatables, climbing, archery, crazy golf, facepainting, magic, market stalls and a variety of entertainment on the stage throughout the day.




SUMMER FEST
SATURDAY 4TH JULY 2026
FAMILY FUN DAY 1PM TILL 7PM
LAWLEY VILLAGE GREEN
STAGE PROGRAMME
LIVE BANDS
ENTERTAINMENT
THROUGHOUT THE DAY

- **Love Parks Week** – As part of the national initiative and in conjunction with our other BVT areas, we have been promoting the use of our green open spaces during this week. Regular access to outdoor recreational space has proven health and wellbeing benefits for all ages. We share information on facilities across these spaces, examples of outdoor activities and links to our natural wildlife like with the nature interpretation boards.







- **Children's Holiday Activities –** A selection of activities and opportunities were delivered across the six weeks school holidays. These activities promote creativity, improve fitness, enable socialisation opportunities and support mental health, as well as putting smiles on little faces and creating precious holiday memories. Our annual activities are extremely popular and have been effective in creating a core community of our residents engaging with us regularly. This year's activities were delivered in partnership with LOPC and utilised considerable Councillor's Pride funding.



- **Baby Weaning –** The Eatwell team are returning for more baby weaning workshops, which are becoming extremely popular. The team offer practical advice on nutrition and safe feeding methods, often lifesaving in nature. Our July course had 8 participants, and we have another course booked for October.





- **Lawley 5k Fun Run** - We have expanded the annual fun run this year due to feedback from the running club. This year we had 350 spots available and 310 runners on the day. The Lawley Running Club also contributed an amazing 60 volunteers to marshal the event, and we had approximately 250 spectators of all ages from the local area. This was the first year with increased numbers and it worked extremely well, although we would be

unlikely to grow the event any more in future due to footpath capacity and also to keep the ‘village feel’ to the event.









Many more local businesses have engaged in sponsorship this year and being part of the event, we raised a considerable amount for Severn Hospice charity and the feedback on the event was excellent. A full list of the feedback can be found in the **11.6 BVT Corporate – Satisfaction Section.**

The next steps are for the organising committee to hold debrief sessions and share feedback, review the route of the run, start a rebranding of the communications, investigate future funding sources and engage with sponsors.

This is a fantastic event for prompting healthy lifestyles and supporting our residents one their fitness journeys. A significant number of the participants are competitive runners (with the 5k run winner having a time of sub 17 minutes!) and for others it is their first time completing in a race. We also have a lot of youth runners, disabled participants, people fundraising for various charities and some who walk the event.





- **Anchor Events** - We continue to work strongly in partnership with LOPC to deliver these well-loved community engagement events, which include:
    - Christmas 5th Dec 2026 – 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. Following competition of our summer events, we are now focusing on the Christmas event and looking to extend the activities provided, we have been consulting with our teams for new ideas and current trends.
    - We have committed to holding Summerfest, 5k Fun Run and Christmas events in 2027 and are in the process of setting dates with partners.

- **Future events** – we have a variety of upcoming events and activities including baby weaning, Remembrance, dementia friendly baking at the care homes and our final community coffee morning of the year.









- **BLAW** - October sees us support our residents with Baby Loss Awareness Week. We have a range of activities and are planning a memorial service with Telford minster. There are two fantastic volunteers from Lawley making this year's event very special. We will be giving our residents a platform to share their stories and raise awareness to help other families in their time of grief.

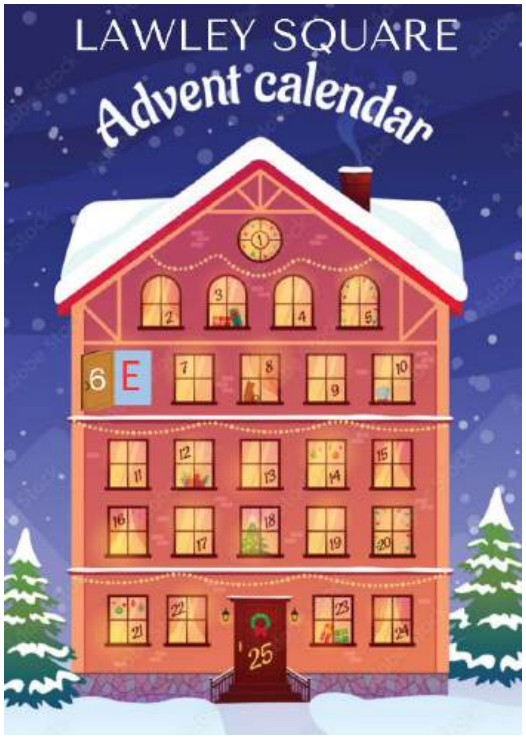






- **Let's try something new!** – We are looking to try two new initiatives in the near future. To connect with local businesses, we are hoping to do an advent calendar for children with posters in the shop windows of Lawley

Square and an activity sheet for children with a prize on completion. In the new year, we are also looking to develop a craft group to combat loneliness and isolation, we have many older widowed ladies who may benefit from this friendship and craft group. To minimise staffing impact, we aim to hold this group at the same time as our open office hours and encourage people to bring their own projects which helps to provide value for money by limiting expensive supplies needed.





11.4 Networking

- **Scrutiny –** Our BVT scrutiny officer, Maryam Ali, completed the induction training for three scrutiny members from Telford in this quarter. Furthermore, the team attended Summerfest to provide a BVT scrutiny stall, raising the profile of these opportunities for our residents and increasing our visibility in the area.





- **BVT Sounding Projects** – The Project Sounding Group Consultation for the window block cleaning contract is soon to draw to a close. We hope to have further projects for 2027 as this provided valuable insight and opportunity to support resident voice activities for both tenants and homeowners.

- **Communications Forum** – We are pleased to see that one of the residents from the Comms Forum has successfully been elected to LMC as a member. This is excellent news and good use of consultation groups becoming feeder groups for the management committee, as we have previously seen with the Sounding Groups.

- **Youth Forum** – We had good engagement in this quarter with both Summerfest and the Children Holiday Activities including some Urban Games. We were also very pleased to see an increase in youth participation in the 5k Fun Run, this year we provided special under 16s goodie bags and we even had a football team run the race together for their fitness goals.

- **Lawley Armed Forces Network** – The monthly drop-ins have been very well attended and representatives from all branches of the armed forces are present, it is for this reason that LOPC have asked if members would like to attend the Lawley Remembrance Service and lay wreaths to represent Army, Navy and RAF. We are planning craft activities with the group for October and creating individual poppy thank you gifts for November for our regular attendees.







- **Lawley Village Green Group** – We had a request from two elderly Lawley residents wanting some help with their garden. Members of the network were

contacted, and we were arranging to help and the couple were going to give a donation to our chosen charity. In the meantime, they found a young start up business who were able to complete the works. This is a fantastic example of the friendly and neighbourly community spirit that makes Lawley such a special place. We will look to notify members about future bulb planting projects when they are due to go ahead.

- **Lawley Arts and Crafters Network** – We have had a variety of creative interests from the community in Lawley in this quarter.
    - We are looking to add a sculpture with bulb planting in the local area to enhance the space, this project is ongoing.
    - We are having a follow up visit from Blossom the Bull, after our Wild in Art workshops with the care homes earlier this year. Blossom is on display at Lawley Community Hub whilst she is on loan touring around the BVT estates, previously she was part of the sculpture trail across Birmingham and was painted by our very own India from the heritage team.



- **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 are looking to recruit some hub hosts to help manage these groups and aid with refreshments, now we have set dates for regular established groups of strong numbers it should be easier to promote the role of these volunteers.

11.5 Eileen Hewer Community Fund Grants 2026

We have had no Eileen Hewer Applications or Small Grant Applications for Q3.

Current spending for 2026 is £0 for Qtr 3.

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 has been an unusually quiet period, however we have now had renewed interest from Telford Hall, Lawley Village Line Dancing Club, Community Resource and Lawley Bank Court. We will seek to do further promotion of the fund with our Communications Officer to showcase the new Small Grants Applications, which have been proving very popular.

11.6 BVT Corporate

Satisfaction and social value – We are continuing to report social value by completing surveys and creating case studies using the HACT indicators. These reports contribute to a business-wide profile of added value as financial approximations from community initiatives that benefit residents.

In Q3, £316,550 social value added for health and wellbeing from seeking support at the Bereavement Group. Attendees have shown notable improvement in confidence, relief from anxiety, and motivation to address addiction. The friendly and welcoming atmosphere of the group benefits first time members and regular attendees who have genuinely come to rely on the group for support and say it has helped them a lot. The full social value report will follow in the Q4 report.

In July, satisfaction was assessed by our Scrutiny Officers and by our Grounds maintenance contractors about BVT services through public consultation at the Summerfest event. Online feedback about the event was also gathered as well as staff comment. A full impact assessment report is in **Appendix D.**

A section of the Impact assessment related to M&BG is as follows:
"Consultation feedback from residents about M&BG's grounds maintenance service in Lawley was gathered at the event and is as follows:



- *"The area seems to be well maintained, having lived here since 2006 I have benefited from the new facilities."*
- *"Perfect groundsman. Great job. Carry on the great work."*
- *"Always looks neat & tidy when travelling through and around the estates."*
- *"All good."*
- *"Grounds look very colourful, makes the area very inviting."*
- *"Generally good maintenance, but weeding of kerbs/block paving could be better, planters are good."*
- *"Happy with maintenance."*
- *"Fantastic."*
- *"General good upkeep of the local area."*

Result: 96.9% Satisfaction" with services from M&BG

In August, satisfaction with community events and activities was viewed as positive for events and activities in Lawley, gathered from verbal feedback from service users at the Children's Holiday Activities that we hosted with partners.

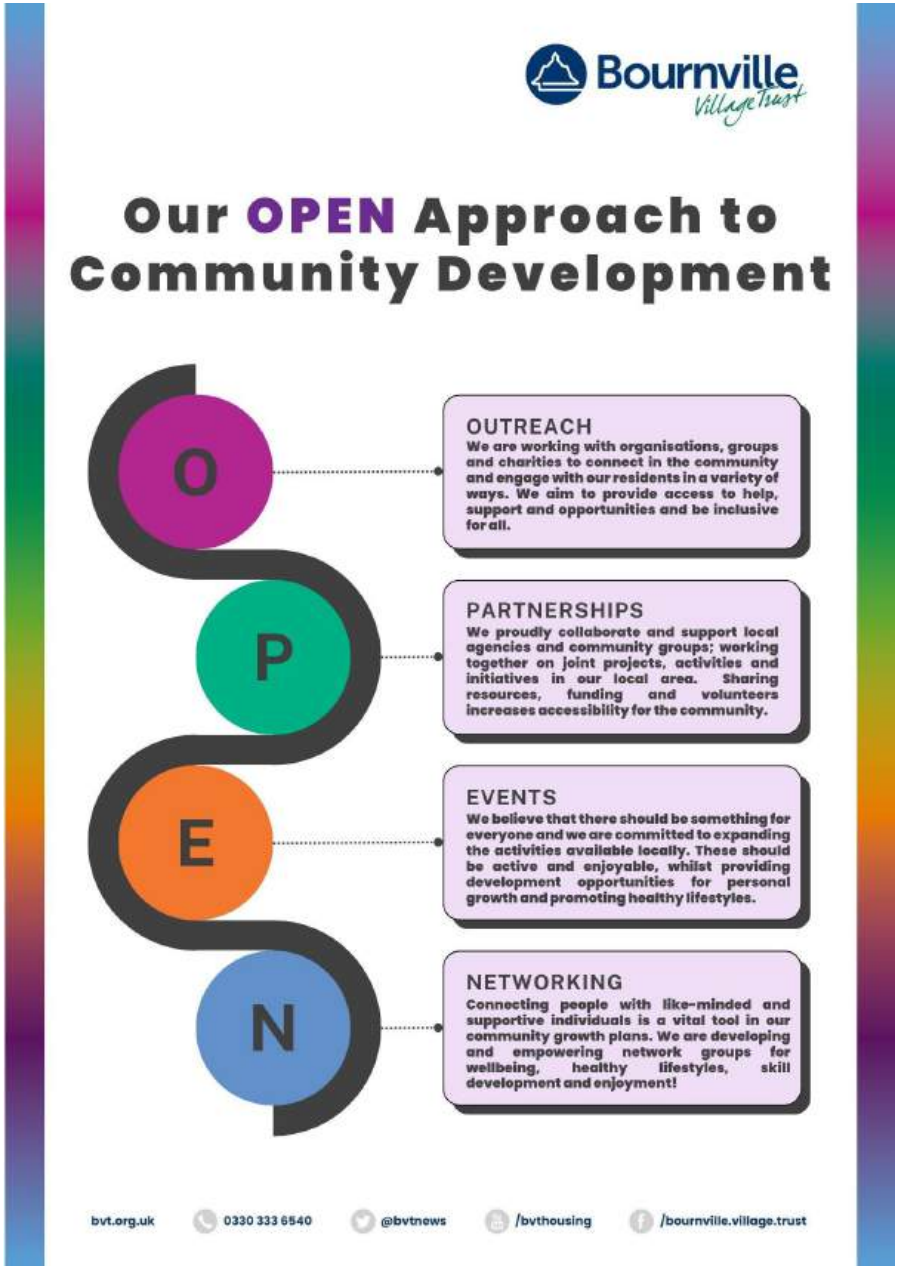
In September, 29 residents gave written feedback about the Fun Run via Facebook comments, the reach was larger as this was shared across multiple platforms by BVT and the other organising partners. Feedback was overwhelmingly positive, although there was no definitive satisfaction measure. A heat map provided by Lawley Running Club showed that most runners were local to Lawley.
Table of comments taken from Facebook about the Lawley 5k Fun Run:

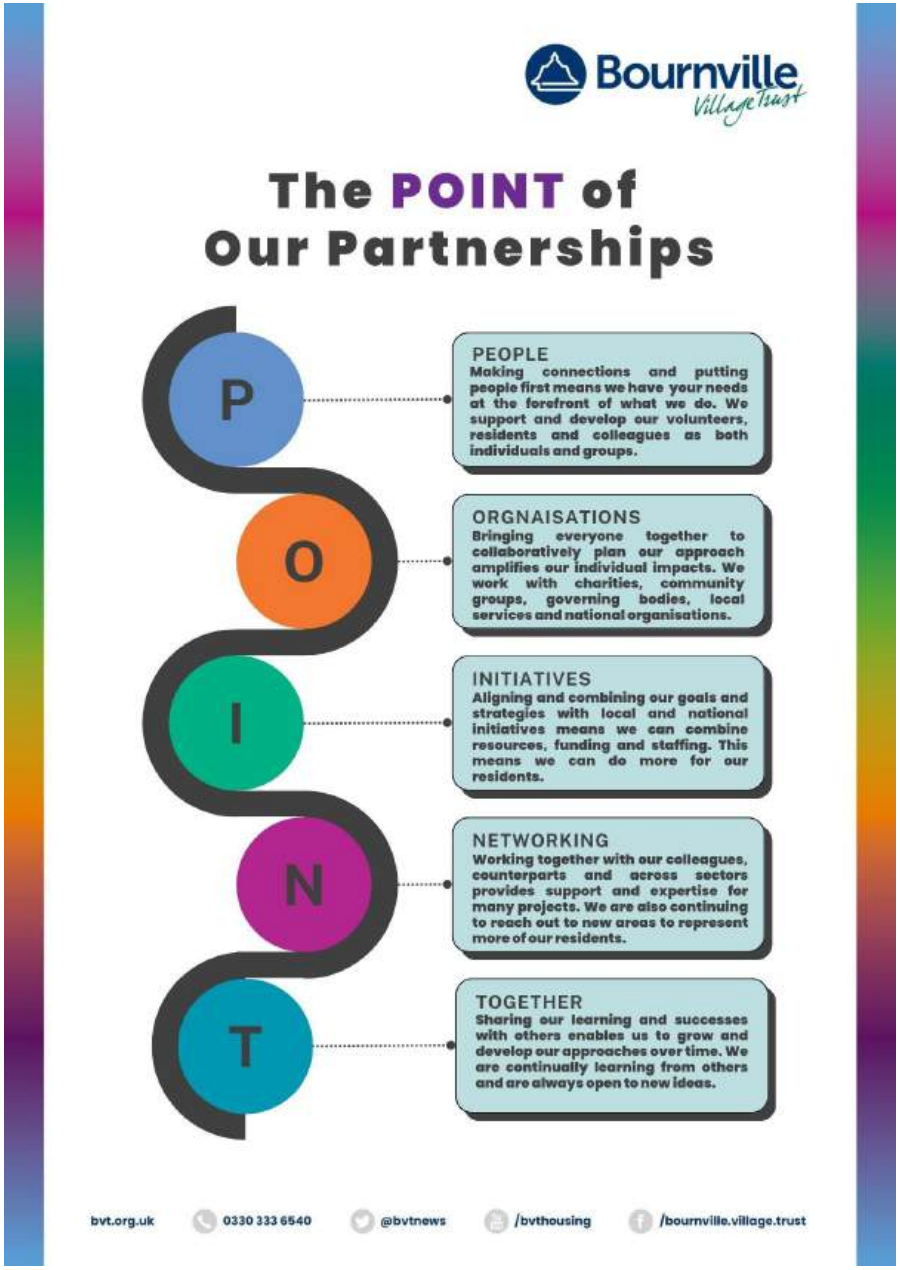
Comments
Congratulations on a fabulous 'Fun' run event to everyone involved in organising and volunteering today 💙top job!! Really great organisation and super encouraging Marshalls and supporters on route 🫶Fab goody bag and medal to top it all off. Thanks for a really great afternoon all!
Another fantastic 5K today! thank you to all the amazing marshals and organisers who helped make it such a great event for everyone
First time for me at the run. I'm up from Torquay especially to do it ! Well organised and really enjoyable 😊Thanks to everyone involved in organising the event, all the Marshalls and of course the spectators for their support. The weather was kind too 😎I'll be back 😅
1st time doing the fun run, it was a killer in this heat with a woolly hat on but anything to raise money for Severn Hospice
Had a great time. Was so well organised. Can't wait for next year
Thanks for a great event, and the goody bag is awesome 😎 My son was so pleased to take part and I was so proud 😊. Thanks for all of the organizing
Fantastic support, great race. Amazing marshals and brilliant support from the tail runner giving up his Birthday to bring the runners home
Congratulations Lawley 5k Fun Run well organised fun run with brilliant goodies bag
1st time at the fun run. Loved it. Be back next year
Really enjoyed my 1st ever one!! Thank u so much to everyone involved and helping make this happen every year!
Thank you for putting on a support filled race , was brilliant to rebuild my confidence as a coming bk from injury runner
Fantastic event!!! 👏 well done all involved, really big shout to ALL Marshalls as well for a great job!
First time, great event. Thank you to absolutely every marshal with your encouragement it really does make all the difference. Never been so pleased to eat a jelly baby
Thank you for a fab event! Me and my little passenger really enjoyed it! Great marshals and support out on course
Thank you everyone, this is my favourite 5K of the year. I do it in memory of my mum who passed away over 3 years ago.
Thank you for us all at Lawley Lightmoor Rockets u14's. We ran to support Severn Hospice in our community and also to raise money for the boys football team to get new equipment. Great event, really well organised and marshalled, thank you to all the organisers and volunteers.
Thank you from Donnington Runners to everyone involved in organising marshalling and everything in between great event as always

A very well organised event for such a good cause! First time doing it but will def be back, even with those hills
What a fabulous organised event for an incredible cause! Hilly route but a great one 😁 and will definitely do it again next year!
Brilliant event, great seeing all the community come together for such a good cause
This is brilliant - thanks so much to everyone who took part and supported our care and thank you to Lawley and Overdale Parish Council for choosing us as your Charity of the Year. It means the world to us.
This was my first Lawley Fun Run and I was very impressed with the organisation of the event. I walk round the pathways and pavements fairly regularly so knew more or less where I was going, but the marshalling was brilliant. Lovely to see so many residents come out of their homes to cheer us on! The amount of sponsors and suppliers you have is amazing (loved the doughnut at the end!) Well done to everyone involved
Such a great day thank you to everyone who made our day special
Well ran! Great friendly Marshalls who are excellent cheerleaders. Less hills please!
It was my first ever run let alone 5k. I absolutely loved it and have even signed myself up to parkrun and that is purely down to everyone at the event in Lawley and their encouragement from the start line to the finish line. A big thank you from me
Everyone is so friendly, we had a great time too will be doing it next year too would love it if you do a Xmas run
Such an amazing event well organised will be joining again next year with the family so happy with the goodie bags well thought out thank you to everyone made some good friends along the way
Loved it! I wasn't expecting chip timing at a fun run, so that was a nice surprise. Lots of support from marshals and residents.
Everything was excellent! Well done
Genuinely can't fault it. Superb!

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 now begun the process of extending this approach with our case studies to the bereavement group and observe a high impact as there is a connection with improvement in healthy lifestyles and reduce substance addictions. 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. More Bereavement and Armed Forces case studies will follow.

Appendix B – Community Development and Partnerships Strategy Threads





Appendix C – Sponsorship packages for our sculpture project

Bournville Village Trust

Lawley sculpture and bulb planting Sponsorship opportunities

We are looking to enhance one of Lawley's prominent green open spaces through the introduction of sculptures celebrating the arts, complemented by seasonal bulb planting to support biodiversity and add colour throughout the year.

This presents a fantastic opportunity for a sponsor to help create an attractive and distinctive space that will be enjoyed by residents and visitors alike, while supporting both the arts and our commitment to enhancing the natural environment.

The location is particularly prominent, being highly visible to people travelling towards the final phase of the development. It also sits alongside the bridal path and close to Telford Steam Railway's Lawley Station, providing a great opportunity to showcase the area and create a welcoming feature within the village.

Bronze package

- Three bespoke tall wooden sculptures with apertures and anti-theft bases
- Installation of sculptures with concrete plaform and gravel decorative circle

Total: £ 2434

Silver package (as per Bronze package plus:)

- 500 daffodil bulbs planted around the gravel circle
- Commemorative plaque with personailsed engraving

Total: £ 2842

Gold package (as per Silver package plus:)

- One bench overlooking the sculptures along the pathway

Total: £ 3228

Platinum package (as per Gold package plus:)

- Two benches overlooking the sculptures creating seating area

Total: £ 3879





bvtlawleyvillage.org.uk 0300 333 6540 BVT_Lawley bvtlawleyvillage BVTLawleyVillage

What Bournville Village Trust will provide

Depending on the level of sponsorship you choose, Bournville Village Trust will provide a range of promotional opportunities and benefits to help showcase your support for our community.

Bronze package

- Sponsor name/logo included in the BVT Lawley website article
- Thank-you mention on BVT social media
- Sponsor name included in event publicity
- Inclusion in a post-event sponsor thank-you

Silver package (as per Bronze package plus:)

- Small plaque 'sponsored by' on sculpture
- Dedicated social media thank-you on BVT's Lawley platforms
- Link to your website on the news article on
- BVT Lawley website
- Sponsor mention in the BVT Lawley monthly virtual newsletter
- Recognition as a BVT Community Partner

Gold package (as per Silver package plus:)

- Medium plaque 'sponsored by' on sculpture
- Featured sponsor profile on BVT's Lawley website
- Featured article in BVT's monthly online newsletter and quarterly tenant magazine
- Additional social media recognition during the project
- Recognition given in a news release to local media including company quote
- Recognition as a BVT Community Champion

Platinum package (as per gold package plus:)

- Sponsor's logo on all project materials
- Plaques on the sculpture and two benches 'sponsored by'
- Unveiling ceremony opportunity including photography and news release to local media
- Video to be created on project and distributed via YouTube and BVT Lawley social media channels
- Opportunity for sponsor's materials to be displayed at Lawley Community Hub

All sponsorship packages are subject to availability and agreed promotional opportunities. BVT will work with sponsors to ensure their support is appropriately recognised across our communications and community activity.

bvtlawleyvillage.org.uk 0300 333 6540 BVT_Lawley bvtlawleyvillage BVTLawleyVillage

Lawley sculpture and bulb planting
Sponsorship opportunities

Depending on the level of sponsorship you choose, Bournville Village Trust will provide a range of promotional opportunities and benefits to help showcase your support for our community.

As well as the local media, BVT have many opportunities to promote community development activities. These include both the BVT in Lawley and BVT website, Facebook page, tenant magazine and online newsletter.



BVT in Lawley Website



BVT in Lawley Facebook



BVT tenant magazine



BVT online newsletter

bvtlawleyvillage.org.uk 0300 333 6540 BVT_Lawley bvtlawleyvillage BVTLawleyVillage

Appendix D – Impact Assessment of Summerfest 2026

Impact Assessment

Event / Project: Summerfest 2026 Lawley Village Green, Glendale Road	**Date & Time: Saturday 4th July 2026** Event Hours: 1pm – 7pm BVT Team Hours: 9am – 9pm
Purpose of Event	
1. Provide a community event for residents to enjoy a summer music festival 2. Work with partners in Lawley Village to deliver an inclusive community event 3. Positively promote partnership working and community provisions 4. Connect and engage with the wider community 5. Raise BVT's community profile to positively interact with residents 6. Promote local groups and business services while building working relationships 7. Charitable fundraising endeavours for local charities benefiting our residents 8. Promote the use of green open spaces for recreation and improve health and wellbeing	
Partners	**Confirmed**
Main Partner - Lawley and Overdale Parish Council (LOPC)	✓
Telford and Wrekin Council	✓
Community groups and emergency services	✓
Food and entertainment providers	✓
Community and commercial stalls	✓
Local music groups and performers	✓
Budget / Grant funding:	
BVT	**£5000**
LOPC	**£6000 (max)**
LCC	**£6000 (max)**
Councillor Pride Funding	**£1250**
Total available (max)	**£18250.00**
Actual total	**£17892.60**
Planned Outcomes & Impact	**Measure**
Increased community engagement	Numbers attending
Prompting opportunities to engage and get involved	Feedback from attendees
Improved health and wellbeing of residents	Feedback from partners
Improved attitude and satisfaction towards BVT	Increase in community relations (long term)
Improved knowledge and awareness of community spaces	Increased partnership working (long term)
Develop an identity for Lawley Village as an area	
Method of evidence:	
• Photographic evidence, videos, live streams, social media coverage, press coverage • Partner feedback, including suppliers, performers and activity providers • Community feedback comments, both verbal and reported	

• Community consultation comments, including comment cards from M&BG on services • Social media: canvassing attendees, increasing communications strategy to incorporate reflective posts • Debriefing meeting with partners for outcome and learning		
BVT Aims to Achieve		
Place-shaping	1.1, 1.3	
Community Building	2.1, 2.2, 2.3, 2.4, 2.5	
Championing People	31., 3.2, 3.3, 3.4, 3.5, 3.8	
Providing great homes	4.4	
Inspiring learning and sharing	5.4	
Building Organisational strength	6.2, 6.4	
BVT Aims Actually Achieved		
Place-shaping		
1.1	Deliver estate and stewardship services that continue to be shaped by customers and meet the needs and expectations of their neighbourhoods.	Our programme of events utilises a range of locations and a variety of outdoors spaces to showcase the green open spaces available for recreational activities and to include residents across the phases of the development.
1.3	Ensure our parks and open spaces are welcoming and accessible, support people's health and wellbeing, and boost biodiversity.	Whilst the Lawley Village Green isn't BVT land, the utilisation of the shared green open space for the musical festival promotes the community values supporting health and wellbeing that BVT fully support.
Community Building		
2.1	Understand the strengths, needs and aspirations of all the communities we work with through the production of bespoke neighbourhood plans.	The event promotes collaboration and partnership with all stakeholders by involving a wide demographic of activities, world foods and entertainment, including many local groups. As a leading partner we can support and empower community representatives to maximise their involvement and offer a platform to connect across different sectors and populations of our community.
2.2	Act as a neighbourhood facilitator by connecting and building strong partnerships to deliver a wide range of services and activities	Raising the profile of BVT by coordinating community contributions to the event with partners and community organisations, meets the needs of all groups, allow residents to feel represented and promotes a sense of belonging to the village.
2.3	Establish local hubs where people from all backgrounds and partners	BVT actively engage with a variety of providers and sectors, with a particular focus on supporting the third sector charitable organisations to engage

	can work together, build capacity and deliver or use services.	with residents. Additionally, we engage a range of world food providers, different music genres for performance and a plethora of stalls supporting local businesses; the annual event is well regarded by our stakeholders as a powerful and positive platform to engage with residents.
2.4	Provide a diverse range of opportunities for customers to be involved, influence and shape the services we provide.	A strong foundation of our events is built around community consultations; we use positive events as a safe space to connect with the community and gather feedback on services. This year our grounds maintenance contractors M&BG had a stall with free plants and consultation cards to speak directly with residents, gaining valuable insight into the response to their services.
2.5	Support and develop capacity to community build across the whole organisation, nurturing new groups and accessing grant funding.	The event is designed to showcase our local talents and cultural interests by providing a platform for community organisations. For example, local churches, charities and performers contribute activities and services without charge to increase their visibility and maximise their reach.
	Championing People	
3.1	Take an evidence-based approach to the work we do to champion people, using our bespoke neighbourhood plans.	This is an annual event we promote as an anchor event that residents anticipate and look forward to attending each year. As part of our reflective practices, we conducted a public survey last year to identify learning points and areas for improvement. One example of where we have directly acted on this feedback is how we reduced the opening ours of the event to minimise disruption to the adjacent houses.
3.2	Deliver services and programmes that support financial wellbeing to help reduce the impact of poverty.	Our community events are designed to be free for all and inclusive. This supports residents to able to participate in new activities that might otherwise be inaccessible due to cost such as archery, climbing, giant chess and boardgames. It is also encouraged for people to bring picnics and sit in front of the stage alongside anyone purchasing food from the vendors, this increases the affordability and as well as having no entry fees to the event.
3.3	Work in partnership with other agencies to deliver and develop services for families and young people.	Outdoor activities and games are embedded into the infrastructure of the event to promote physical fitness, active learning and creative skills – all free of charge. Inflatables, mini golf, face painting, close-up magic, traditional fayre games, are go karting are available all day. We work closely with local groups such as Barnardo's offering crafts, Boardroom Gaming offering science workshops/chess, Dreamers choir performing on

		stage and Shropshire Wildlife Trust promoting youth eco-leadership.
3.4	Develop a range of youth services across our neighbourhoods in Birmingham and Telford.	As a part of our programme of annual events, we offer community events, children's holiday activities, and outreach workshops. We work with numerous local and regional providers across the area including TWC Urban Games, 4all Foundation, Family Hubs and SEND IASS. We invite our providers to attend community events and many offer free activities or have charity fundraising stalls.
3.5	Expand our work with older people beyond our sheltered schemes to support wider communities	A male voice choir called the Telfordaires and Lawley Village Line Dancing Club were invited to perform to build a more diverse programme of music and entertainment and be more inclusive to older people. There are also sections for picnicking and some gentler exercise activities, such as mini golf, that can be enjoyed as families and inclusively by our older residents.
3.8	Ensure every team across the organisation is actively involved in activities to champion people.	We invite colleagues from across all services to work or volunteer with us at events, this year we had colleagues from Estates, Assets, Communities, Older Persons Services and our resident-led management committee contributing to the delivery of the event. Our Scrutiny Team from Birmingham came to run a stall to connect with residents and raise awareness of the resident involvement opportunities open to everyone. On the day, they offered the opportunity to give direct feedback, provided information of scrutiny groups people can join, and raised the profile of the residents' forums.
	Providing great homes	
4.4	Work with customers to understand how they want us to deliver housing management and ensure we offer quality, value-for-money services.	This year our grounds maintenance contractors, M&BG, attended to connect with the community and talk directly to residents about the services they offer. They produced informative displays and offered comment cards for feedback on the services, which was overwhelmingly positive. They have since contributed to other events as part of their social value commitment, for example, sponsoring the Lawley 5k Fun Run by donating wildflower seeds to the runners' goodie bags. This also reinforces their passion for improving our open spaces and supporting biodiversity.
	Inspiring learning and sharing	

5.4	Be outward looking; seeking out best practice to learn, develop and improve what we do and how.	We reflect and learn from each of our events to continually improve. As part of the planning for our anchor events, we run collaborative planning sessions throughout the year. We routinely review outcomes and learning at debrief sessions and consult with stakeholders through surveys and feedback strategies. This year, we have extended the communications plan to gather social media comments from residents after the event.
 **Building Organisational strength**		
6.2	Embed and clearly evidence our values in our colleagues' performance.	Our planning teams, colleagues and event staff are all briefed and trained in their roles at the event. Briefing documents are shared, and we promote the culture of welcoming and friendly services whilst maintaining a safe and inclusive atmosphere. Our staff genuinely enjoy working at the event, and many bring their families along to enjoy the atmosphere.
6.4	Embed our continuous improvement model across BVT and clearly evidence value for money.	Researching and reviewing are key factors to delivering a quality event within budget that meets the needs of the community. Each provider is carefully chosen for quality and value for money from three quotes, and we work with many partners and groups who often contribute services free of charge as their commitment to bettering the community. The event is also routinely delivered under the maximum event budget, showing the deliberate and strategic nature of our activity planning. The event is funded in partnership with other stakeholders to maximise our community funding and share staffing of the event to secure resources.

Social Impact

- **Community building –** created a sense of community cohesion, identity, and belonging for our area. The community spirit and enjoyment levels were excellent, and people stayed at the event for several hours partaking in various activities and socialising.
- **Partnerships** - strengthened relationships between residents, staff, and local businesses through collaborative action. The impact of delivering large anchor events has raised the profile of BVT in the village and repeated opportunities for partners to collaborate. This has strengthened and streamlined everyday partnership working practices.
- **Volunteering** - encouraged a culture of volunteering within the organisation, helping to embed social value into everyday practice. Many community groups and charities use the event for recruitment and fundraising.

- **Empowered residents** – increased awareness of how residents can have a say in services and contribute to positive change within their community.
- **Improved health and wellbeing** – promoted access to welcoming, attractive and well-managed green spaces that support physical and mental wellbeing. The outdoor community event also provided opportunities to enjoy the benefits of being outdoors. In addition, children utilised the many inflatables throughout the day which promotes exercise and combats childhood obesity issues.
- **Culture and learning –** offered residents opportunities to try new activities, learn new skills, connect with others in the community and support performances across a range of genres and styles.
- **Social responsibility** - contributed to long-term behavioural change around environmental responsibility and care for shared spaces. The volume of people shows how many residents enjoy socialising in the community, often with comments about how they didn't realise the park was there initially.
- **Making connections** - created a foundation for future initiatives by generating interest, momentum and organisational support for continued social impact work.

Local Business Impact

Increased partnership working (long-term) – many contacts made throughout the day are becoming regular event bookings, such as the Jigsaw Marquees and MW Medics. This is helping to forge a reliable contact network for events and promote BVT as a strong community partner and facilitator for local groups.

Supporting local businesses – BVT actively encourage local businesses to be part of the programme of events; these include Rainbow Faces, The Watering Hole, Premier Bounce and many more. New contacts have also been made, such as the traditional fairground games, which were extremely popular. Together with LOPC, we have built up a network of stallholders and trusted providers for future events and activities, such as the Christmas Fayre and children's holiday activities.

Business engagement – over 30 stalls attended the event as part of a market-style section of local businesses and craft services. These were well utilised by the public and extremely popular. A lot of start-up businesses use these events to begin trading and build their businesses. Shops and venues around the village centre displayed the event posters to increase reach and provide a wider platform for community engagement.

Consultation Feedback and comments

Verbal feedback from attendees – many attendees who are residents commented on their appreciation of the return of the annual event. It is a popular event which is a source of enjoyment and pride for residents and forms a significant part of the local identity for the area. In addition, many attendees commented on how wonderful it was to have a free event on their doorstep for all the family. Attendees were very complimentary about the range of entertainment, activities and stalls.

Comments about the event were gathered on social media:

- *"We had a wonderful afternoon. It was very well organised and lots to keep everyone entertained. Was lovely to see the community come together 💕Thank you."*

- *"We had such a good time! The kids loved it and had an amazing day! So much to do and we all enjoyed a nice day. The mini golf the climbing wall and the magician! Thank you so much for organising this great event!"*
- *"we've had a great time. it was our 1st having moved to Lawley a month ago"*
- *"Each year it gets better and better"*
- *"Another successful event thanks to the hard work and diligence of the organisers."*
- *"What a lovely day. Well done to the organisers!"*

Comments on the food and entertainment:

- *"I had a pizza and it was amazing"*
- *"Wild Street Kitchen…loaded fries were awesome…the wild garlic mayo was to die for."*
- *"Fantastic day. Loved the entertainment, special thanks to the magician keeping my grandkids entertained in the queue for crazy golf"*
- *"It was all good for me and my family"*
- *"Severn MartyRs - Excellent, loving the musical Lawley! especially Tears for fears and Billy Idol"* - ***Several attendees commented on how good this particular band was.***

Comments for improvements to the event or concerns were gathered on social media, with accompanying responses where needed:

- *"Absolutely love "Lawley Fest". My only gripe, would be can it go on for longer?"*
- *"Honestly, it seemed a little lacking this year.. less stalls, music finished earlier, less food/drink choices.. what happened?"* – **we have reduced the times this year, so it ends earlier to reduce disruption to local houses. Generally well received, but there were only two comments.**
- *"Parking was horrendous"* – **this was the only comment about parking this year. Last year the consultations showed concerns from neighbouring houses, therefore we implemented extra steps for signposting and promoting walking to the event and parking considerately.**
- *"Need more for cealiacs/ dairy intolerances and other dietary needs"*
- *"A couple of hours at the end, until 9? With a good trance DJ would be splendid"*
- *"Absolutely awesome! Maybe just some more face painters"* - **we had increased the number this year, however there are always queues due to the popularity and it being free.**
- *"Great day, but where was a good coffee place? We went round looking near the food and no nice lil coffee place doing a decent strong cup. Also feel the food options were down on last year - there was a great Mexican place there last year (maybe not your fault they didn't come!)* – **we did have more food vendors, but no coffee this year as we were let down at the last minute.**
- *Keep doing it, it was a great. You can see it's getting busier though as the queues were long for face painting, almost an hour waiting."* – **capacity is a concern as there is limited space and staffing available to grow the event more.**

Consultation feedback from residents about M&BG's grounds maintenance service in Lawley was gathered at the event and is as follows: "

- *"The area seems to be well maintained, having lived here since 2006 I have benefited from the new facilities."*
- *"Perfect groundsman. Great job. Carry on the great work."*
- *"Always looks neat & tidy when travelling through and around the estates."*
- *"All good."*

- *"Grounds look very colourful, makes the area very inviting."*
- *"Generally good maintenance, but weeding of kerbs/block paving could be better, planters are good."*
- *"Happy with maintenance."*
- *"Fantastic."*
- *"General good upkeep of the local area."*
- *"The grounds are kept in good order."*

Satisfaction Ratings Recorded for M&BG Services - Total responses: 13

Rating	Count
Very Satisfied	11
Satisfied	2
Neutral	0
Dissatisfied	0
Very Dissatisfied	0

Result: 96.9% Satisfaction
Specifically:

- 100% of respondents were either Satisfied or Very Satisfied
- 84.6% were Very Satisfied
- 15.4% were Satisfied
- 0% negative responses

Partner Feedback, comments and opportunities

Comments from vendors and activity providers:

- Mindful Vibes and Relax Kids Telford *"Absolutely fantastic day thank you for having me and well done to all involved"*
- LVLDC *"Lawley village line dance club had a great day! The atmosphere was energised and everyone seemed to be in great spirits!"* and *"Line dancing... lots of people having fun. Great activities for kids"*
- Glitterbugs "*Wow what an amazing turn out it was today!! Thank you for having us again, and thanks to everyone who come along and supported us"*
- Ballissimo Pizza *"Thank you for having us! We met some lovely people and look forward to bringing the fusion vibe to future Summer Fests. This was our first public event and the process from application to selling on the day, couldn't have been better. There was support available if needed and general communication throughout was clear and quick. Thank you to all"*
- Super Whipped Ice Cream *"Thank you for all your hard work organising this fantastic community event! It's always lovely to see everyone enjoying their day with their families 😁 Thank you for inviting us to join you again this year! Every year Summer fest goes from strength to strength!"*
- Traditional games Hire Company *"A great event for everyone and a huge crowd, of all ages, enjoying themselves. We had a great time too! his was such a fun event for us with so much for everyone to do and enjoy. Thank you so much for having us and allowing us to play a part in this year's fantastic Summerfest - we had a great day!"*

Comments from stallholders:

- *“It was such a fantastic event, and I really enjoyed meeting so many lovely people and introducing them to traditional Polish baking. The atmosphere was wonderful, and it was clear how much hard work went into organising such a successful day. I'm so grateful that you chose me as one of the vendors. It was a fantastic experience, and I'd love to be involved again in the future. If you start planning next year's event and are looking for vendors, I would be delighted if you could keep SweetArt Cake in mind. I'd absolutely love to come back!”*
- *“I want to take this opportunity for thanking you for allowing myself and Becca of Ironbridge. To have a stall at last Saturday's Lawley Summerfest For the Severn Hospice. It was a really enjoyable day which seemed to go without any hitches. The stall raised £220 towards the Hospice.”*

Comments from volunteers:

- “I can thoroughly recommend volunteering to help out at this event. I had a great time. Thank you BVT in Lawley Village and Lawley and Overdale Parish Council for organising it. It was, as ever, fantastic.”

Lessons for future planning

The event continues to be successful and popular in the community. Residents are fond of the event and wish for it to continue, it has become part of the identity of the village and people especially love that it is free and welcoming for all.

The following feedback was noted from the organisers and staff:

- Condensing the hours and having all activities there for the same time reduce site traffic and safety concerns, no cars were leaving site during the day. This was very successful. There were some comments about the festival going on for later but the benefits of reducing cars on site outweigh this feedback.
- Having been let down by a drinks provider again this year, there could be a case for slightly overbooking food and drink vendors in case someone has to drop out unexpectedly.
- The afternoon and evening stage performances worked very well and there was less changeover of performers, despite having reduced timeslots for the condensed hours. The shorter timing also benefited the staffing rota and volunteer numbers.
- Utilising the bottom part of the field does give more space, we learned from last year that this spot does feel somewhat isolated so this year we increased staffing in that area and made sure radios were available.
- The increased waste bin provisions, in the form of industrial bins that were collect, was extremely effective in reducing litter and aiding staff with disposing of waste which is always timely. Residents did ask for some recycling facilities for bottles and cans as people are enjoying refreshments and picnics.
- We had increased the number of face painters and improved the queue management system based on feedback from last year. This was somewhat effective however there were still queues due to the popularity.
- Parking considerations and volume this year around the site and the neighbourhood was improved following steps for better signage and fencing in the neighbouring streets. Reduced feedback and complaints on this issue are a positive step.

Number of Attendees	**Approximately 2000 throughout the day**



Dreamers Choir – A youth choir local to Lawley who regularly perform at our events, this supports youth activities, grass-roots community groups, and brings a reliable audience in attendance.





Our grounds maintenance contractors, M&BG, in attendance to support the event and deliver their commitment to the social value aspect of their contract with BVT. They thoroughly enjoyed the day and have asked to be involved in more events. This is fantastic partnership working and gives residents a direct platform to get to know them.

Our Scrutiny team from Birmingham came to run a stall to connect with residents and raise awareness of the resident involvement opportunities open to everyone. On the day they offered opportunity to give direct feedback, provided information of scrutiny groups people can join and raised the profile of the residents' forums.



Staff and volunteers from BVT, LOPC, Parish Councillors, and local community volunteers.



A crowd shot of the event from the stage view showing the scale of the community participation.







There are many food suppliers and activity providers present throughout the day.







Local Councillors, services such as West Mercia Police and local businesses in attendance.



Many stalls, residents who make crafts, local charities and groups formed our marketplace selling items and raising awareness for various causes.

Lawley Management Committee	
Date	**10th November 2026**
Item 13	**Customer Communications Report**
Author	**Donna Charway Customer Communications Officer**
Contact Details	**DonnaCharway@bvt.org.uk 0300 333 6540**

1. Purpose of Report

The purpose of this report is to inform Committee of the PR & Communication activities that took place in Q3 of 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 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 Q3, the Customer Communications Officer (CCO) continued to deliver timely, accessible and engaging communications across Lawley helping residents better understand BVT's services, stay informed and find opportunities to get involved in their communities.

A key focus this quarter was the creation of a ‘Did You Know?’ video series, developed in partnership with the Estate Officers. The short videos explain some of the common covenants included in the TP1 documents that residents sign when purchasing or renting their homes. Topics included courtyards, running a business from home, cleaning render and extensions. These videos are being published on a regular basis and once featured on social media, will be added to the website.

Using short, visual content provides an accessible way to explain what, can sometimes be, complex information. Each video also encourages residents to contact the team if they have questions or concerns, helping to promote early conversations and a proactive approach to resolving issues.

The CCO also worked closely with the Community Development & Partnership Officer to help coordinate communications for this year’s Baby Loss Awareness Week. This included working with a newly elected committee member to share her personal experience through a website blog and news release. By providing a platform for residents to share their stories, communications helped raise awareness, encourage understanding and highlight the community activities taking place during the week.

These activities demonstrate how effective communications can do more than share information. By making services easier to understand, encouraging residents to engage with BVT and helping to amplify residents’ voices, communications play an important role in strengthening relationships, building community awareness and supporting positive engagement across Lawley.

4.1 Website

The Lawley website continues to play an important role in keeping residents informed, providing a reliable source of information about services, grounds maintenance, community activities and local developments.

- **Grounds maintenance reporting**: Uploaded 78 grounds maintenance reports covering all phases of Lawley. These are updated weekly and detail the work carried out in different areas of the village. Monthly audit reports also highlight work being addressed by the contractor, M&BG Ltd, helping to promote transparency and accountability and keep residents informed about ongoing maintenance activity.

- **News and events:** Wrote and published 32 news stories and event updates during the quarter. Content covered a range of services, activities and community events, including estate dates and resident drop-in sessions. Stories are also shared through social media to extend their reach and encourage engagement.

By maintaining regular, relevant and accessible website content, communications helps residents understand what is happening in their community, where to find information and how to engage with BVT. Importantly, the website also ensures that

residents who do not use social media have a consistent way to access updates, supporting an inclusive approach to communication across Lawley.

4.2 Social media platforms

The Customer Communications Officer (CCO) continues to manage BVT Lawley's Facebook, Instagram and X (formerly Twitter) accounts, providing residents with regular updates about services, estate activity and community news. These platforms are an important way to reach residents, encourage engagement and highlight the work taking place across the village.

Content and engagement

During Q3, a total of 135 updates and event posts were published across Facebook and Instagram. Content covered a wide range of topics, including Estates & Stewardship activity, partnership working and local community events. Regular updates help residents understand the services available to them, stay informed about activity in their neighbourhoods and find out how they can get involved.

A further 12 videos were filmed and edited for publication on social media and the website, with content either already shared or scheduled for release. These included the 'Did You Know?' series, grounds maintenance updates and the virtual notice board. Video continues to provide an accessible and engaging way to communicate information, helping to bring services to life and reach residents through different formats.

Community events and partnership working

The CCO also continued to manage the dedicated Summerfest and Lawley 5K Fun Run Facebook pages, working in partnership with the new Communications Officer at Lawley and Overdale Parish Council.

BVT has managed these pages on behalf of the former Lawley Partnership Board for the past three years, during which time follower numbers and engagement have consistently increased. With the Parish Council now providing additional communications capacity, the partnership has enabled more content to be published, contributing to increased engagement.

This collaborative approach demonstrates the value of partnership working in promoting community events, reaching wider audiences and encouraging residents to participate in village life. It also provides an opportunity to build on the established online communities and strengthen the visibility of events delivered with local partners.

Overall, social media remains an important channel for two-way communication, helping BVT share information promptly, raise awareness of its services and maintain connections with residents across Lawley.

4.3 Online newsletter

In 2026, the online newsletter moved to a monthly publication schedule, reflecting its continued success and the increasing number of residents subscribing to receive updates. Residents across all BVT communities can sign up through the main BVT website.

The newsletter features updates on BVT services, community activities and events across our neighbourhoods, providing residents with a regular round-up of local news.

Key Lawley topics featured during Q3 2026 included:

- Community orchard – tree planting and community involvement.
- Dog fouling – raising awareness and encouraging a proactive approach.
- Bereavement group – marking its first anniversary.
- Lawley 5K Fun Run – event preparations and follow-up coverage.
- Lawley Management Committee (LMC) elections – sharing the successful outcome.
- Baby Loss Awareness Week – raising awareness and highlighting community activities.

Performance and impact

The online newsletter performed well during Q3, with subscriber numbers continuing to grow. It provides an additional channel for sharing Estates & Stewardship updates, promoting local events and highlighting opportunities for residents to get involved.

Alongside the website and social media platforms, the newsletter helps make sure residents have a choice of ways to access information and stay up to date with developments across Lawley.

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.

During Q3 2026, the Customer Communications Officer (CCO) worked closely with the Estates & Stewardship Manager (ESM) and Community Development & Partnership Officer to promote local activities, strengthen partnership working and ensure communications reflect BVT's values and objectives.

Communications Forum

The Communications Forum met to discuss the breach process, correspondence issued to residents throughout the process and whether the Design Guide clearly explains residents' responsibilities.

Members shared a range of feedback and suggestions, which have been passed to the Estates & Stewardship Manager. The CCO is arranging a meeting with both ESMs to discuss these points further, ensuring residents' views are considered as part of the forthcoming Design Guide review.

This demonstrates how communications can provide a link between residents and operational teams, helping to identify opportunities to improve clarity, consistency and understanding in the information BVT provides.

Partnership working

The CCO continues to work closely with the new Communications Officer at Lawley & Overdale Parish Council to make sure BVT is appropriately recognised as a joint partner in community activities. This includes promoting a consistent approach to communications and making sure BVT's contribution, values and objectives are reflected in joint initiatives.

Regular catchups also take place with the Lawley Community Development & Partnership Officer to identify opportunities to promote activities and maximise community engagement.

One example is Baby Loss Awareness Week, which demonstrates the positive impact of listening to residents and working in partnership to turn an individual request into an annual community event. The initiative has raised awareness of baby loss, provided opportunities for remembrance and connection, and contributed to welcoming a new member onto the Lawley Management Committee.

These activities highlight the role of communications in strengthening BVT's reputation, ensuring its contribution is visible and supporting meaningful engagement with residents and local partners.

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 Q3 2026, a news release about the Community Orchard Project was issued, resulting in positive media coverage (see Appendix B).

Media coverage helps raise awareness of BVT's work beyond our existing resident audience, reaching households in the surrounding area as well as people who may be considering moving to Lawley. It also provides an opportunity to showcase community investment and partnership working, demonstrating the positive activities taking place across the village.

6.2 Public Relations

Alongside media activity, the Customer Communications Officer (CCO) continued to share the stories, people and partnerships that make Lawley distinctive.

Content published during Q3 included a blog from the Lawley Management Committee (LMC) Chair celebrating the successful committee elections, coverage of local businesses and schools working together on the Community Orchard Project, and communications highlighting activities for Baby Loss Awareness Week.

These stories help bring BVT's work to life by showing how residents, community groups and local partners contribute to village life. They also demonstrate the importance of listening to residents and responding to the issues and initiatives that matter to them.

The CCO also continued to promote activities and events at Lawley Community Hub and across the wider community, helping residents discover opportunities to participate and connect with local groups and services.

Together, these activities strengthen awareness of BVT's work, celebrate community achievements and help build a positive public profile for Lawley and its partnerships.

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 Q3. This included:

- Community orchard project helps Lawley grow greener
- Join the Lawley community coffee morning

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.

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

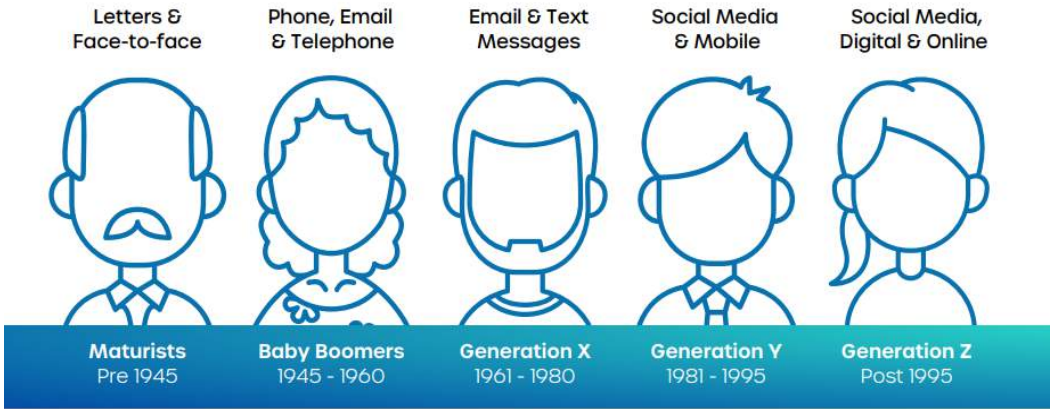
11. Equality, Equity, Diversity & Inclusion Impact

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

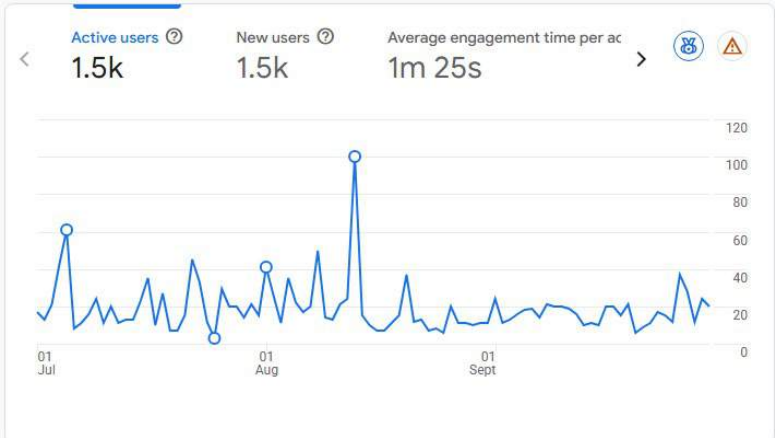
The graph illustrates website activity during Q3 2026, with active users increasing to 2.1k, compared with 1.5k in the same quarter of 2025. This represents a 40% increase in active users year on year.

Aside from the homepage, the events section remained the most frequently visited area, highlighting continued interest in local events and community activities. There was also an increase in visits to the Lawley Management Committee page following the committee elections, demonstrating how timely, relevant communications can encourage residents to seek further information and engage with local decision-making.

Website – Q3 2026



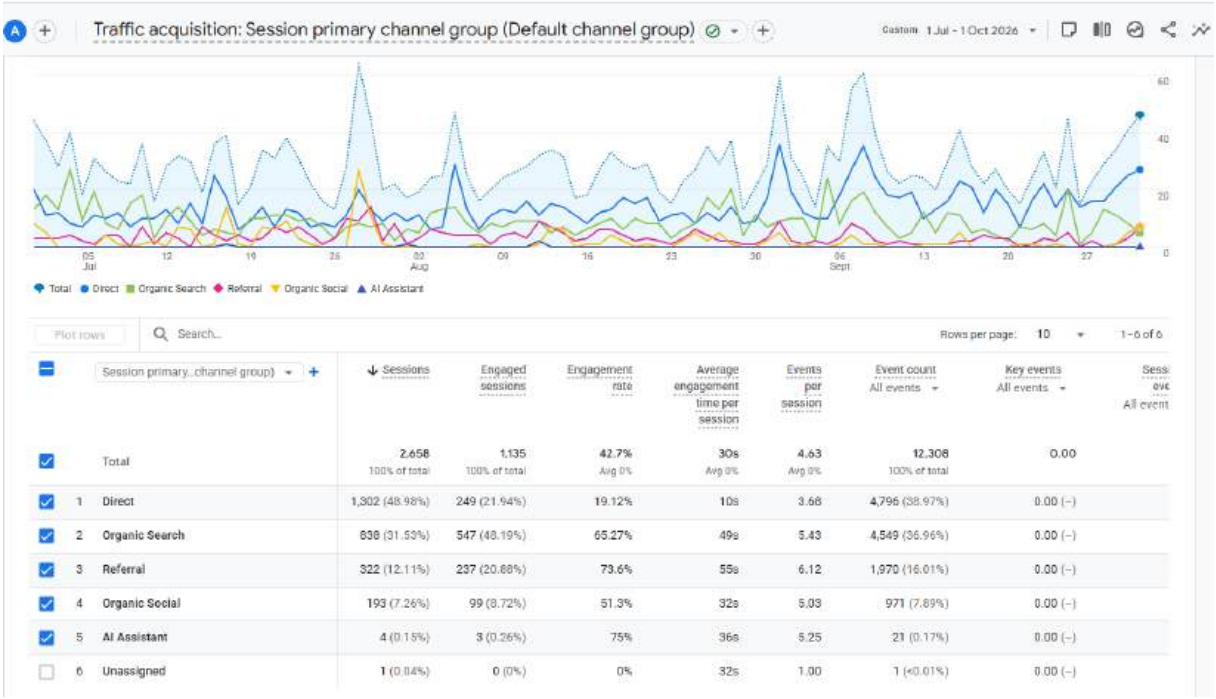
Website – Q3 2025



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



	Session primary...channel group)	Sessions	Engaged sessions	Engagement rate	Average engagement time per session	Events per session	Event count All events	Key events All events
	Total	2,658 100% of total	1,135 100% of total	42.7% Avg 0%	30s Avg 0%	4.63 Avg 0%	12,308 100% of total	0.00
1	Direct	1,302 (48.98%)	249 (21.94%)	19.12%	10s	3.68	4,796 (38.97%)	0.00 (–)
2	Organic Search	838 (31.53%)	547 (48.19%)	65.27%	49s	5.43	4,549 (36.96%)	0.00 (–)
3	Referral	322 (12.11%)	237 (20.88%)	73.6%	55s	6.12	1,970 (16.01%)	0.00 (–)
4	Organic Social	193 (7.26%)	99 (8.72%)	51.3%	32s	5.03	971 (7.89%)	0.00 (–)
5	AI Assistant	4 (0.15%)	3 (0.26%)	75%	36s	5.25	21 (0.17%)	0.00 (–)
6	Unassigned	1 (0.04%)	0 (0%)	0%	32s	1.00	1 (<0.01%)	0.00 (–)

Page views

The graph below shows the top 10 most visited pages during Q3 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.



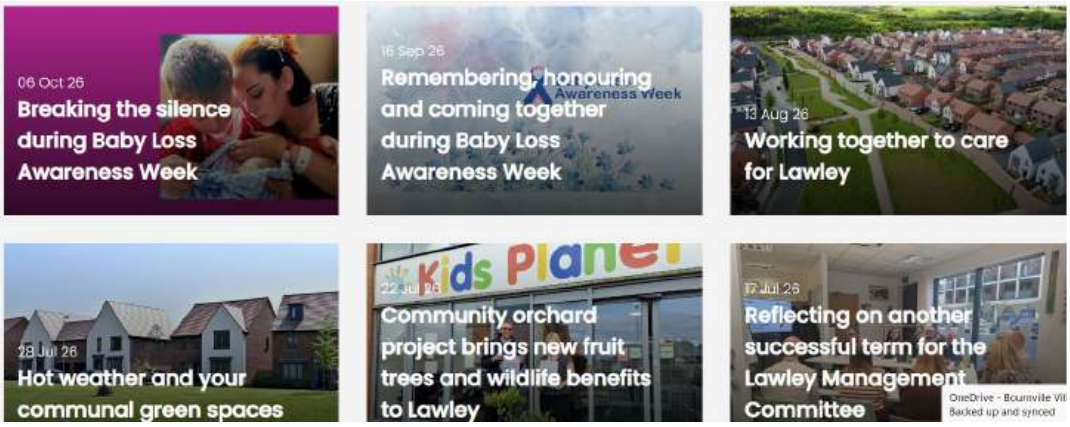
	Page path and screen class	Views	Active users	Views per active user	Average engagement time per active user	Event count All events	Key events All events	Total revenue
	Total	4,883 100% of total	2,135 100% of total	2.29 Avg 0%	37s Avg 0%	12,308 100% of total	0.00	£0.00
1	/	1,366 (27.97%)	957 (44.82%)	1.43	12s	3,890 (31.61%)	0.00 (–)	£0.00 (–)
2	/events	253 (5.22%)	102 (4.78%)	2.50	31s	532 (4.32%)	0.00 (–)	£0.00 (–)
3	/your-village/lawley-management-committee	120 (2.46%)	43 (2.01%)	2.79	56s	204 (1.66%)	0.00 (–)	£0.00 (–)
4	/your-village/lawley-community-hub	114 (2.33%)	80 (3.75%)	1.43	21s	290 (2.36%)	0.00 (–)	£0.00 (–)
5	/your-home/how-to-alter-your-home	112 (2.29%)	78 (3.65%)	1.44	27s	227 (1.84%)	0.00 (–)	£0.00 (–)
6	/your-home/about-estates-and-stewardship-services	107 (2.19%)	73 (3.42%)	1.47	24s	229 (1.86%)	0.00 (–)	£0.00 (–)
7	/your-village	105 (2.15%)	81 (3.79%)	1.30	15s	242 (1.97%)	0.00 (–)	£0.00 (–)
8	/your-home/what-to-do-when-selling-your-home	95 (1.95%)	55 (2.58%)	1.73	42s	252 (2.05%)	0.00 (–)	£0.00 (–)
9	/news	90 (1.84%)	42 (1.97%)	2.14	36s	147 (1.19%)	0.00 (–)	£0.00 (–)
10	/news/2025/7/9/new-group-launched-in-telford-to-support-bereaved-families-and-friends	78 (1.6%)	56 (2.62%)	1.39	48s	271 (2.2%)	0.00 (–)	£0.00 (–)

News posts

Topics:

The Customer Communications Officer meets with the Estate & Stewardship Manager and Community Development & Partnership Officer monthly, which helps feed news for the website. During Q3, nine news stories were published:

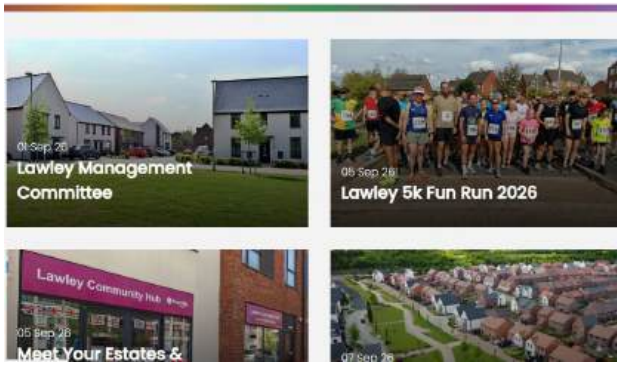
- Reflecting on another successful term for the Lawley Management Committee
- Community orchard project brings new fruit trees and wildlife benefits to Lawley
- Hot weather and your communal green spaces
- Working together to care for Lawley
- Remembering, honouring and coming together during Baby Loss Awareness Week



Events

27 events have been published during Q3. They were:

- 4 x Walk & talk
- 3 x Bereavement group
- 3 x Armed forces drop-in session
- 2 x BVT tenant surgery
- 3 x family hub drop in
- 1 x Community Coffee Morning
- 3 x CAB
- 2 x SENDIASS drop-inn
- 1 x Summerfest
- 1 x Baby weaning class
- 2 x Meet your estates & stewardship team – community drop-in
- 1 x Lawley Management Committee
- 1 x Lawley 5k Fun Run

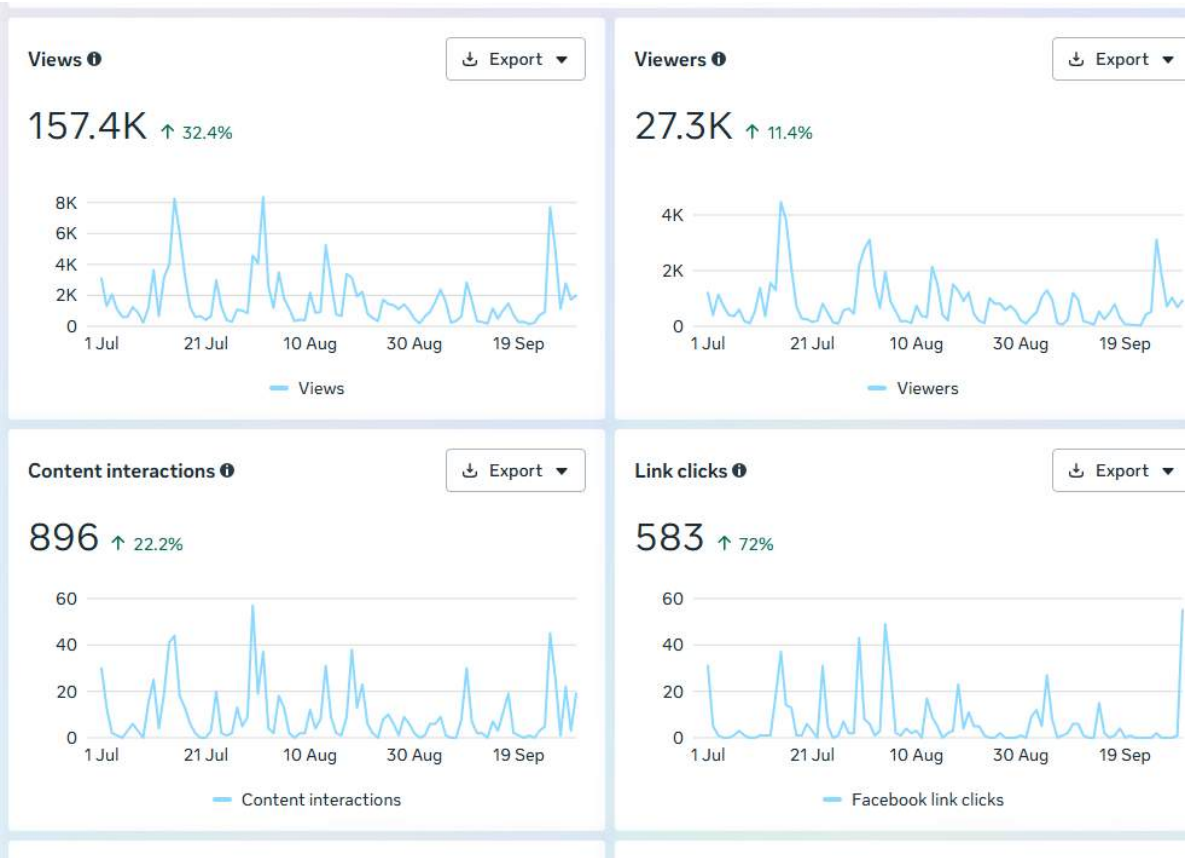


Social media

The comparison below shows Facebook performance in Q3 2026 against Q2 2026. While quarterly comparisons provide a useful overview, year-on-year figures offer a more meaningful measure of performance, as engagement naturally fluctuates depending on the volume and type of service updates, community events and seasonal activities.

Q3 was a positive quarter, with increases across all measured areas. Particularly encouraging were the rises in viewers and link clicks, indicating that more people were seeing content and taking action to find out further information.

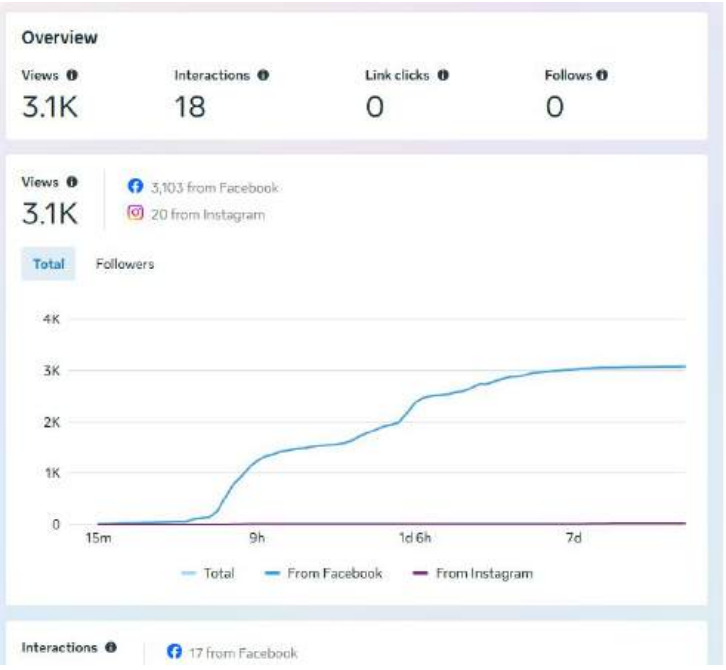
The page also gained 83 new followers during the quarter, further expanding its audience and increasing the potential reach of future communications. This continued growth helps BVT share important service updates, promote community activities and keep more Lawley residents informed and engaged.



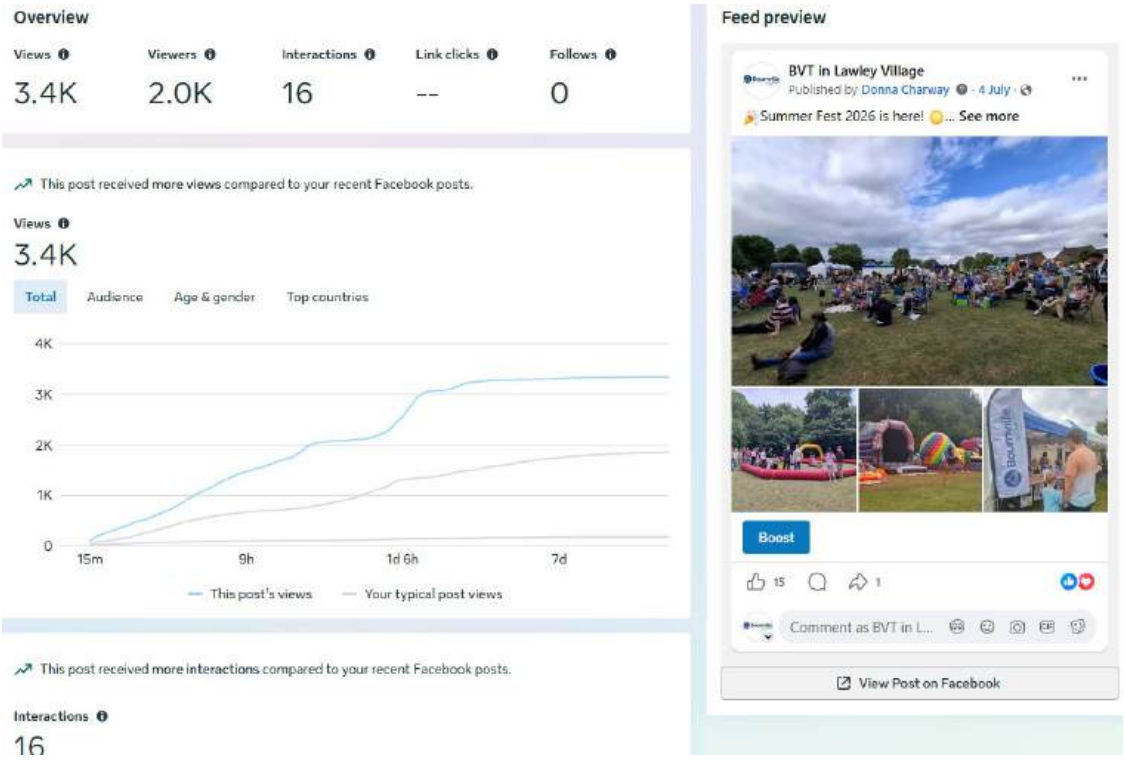


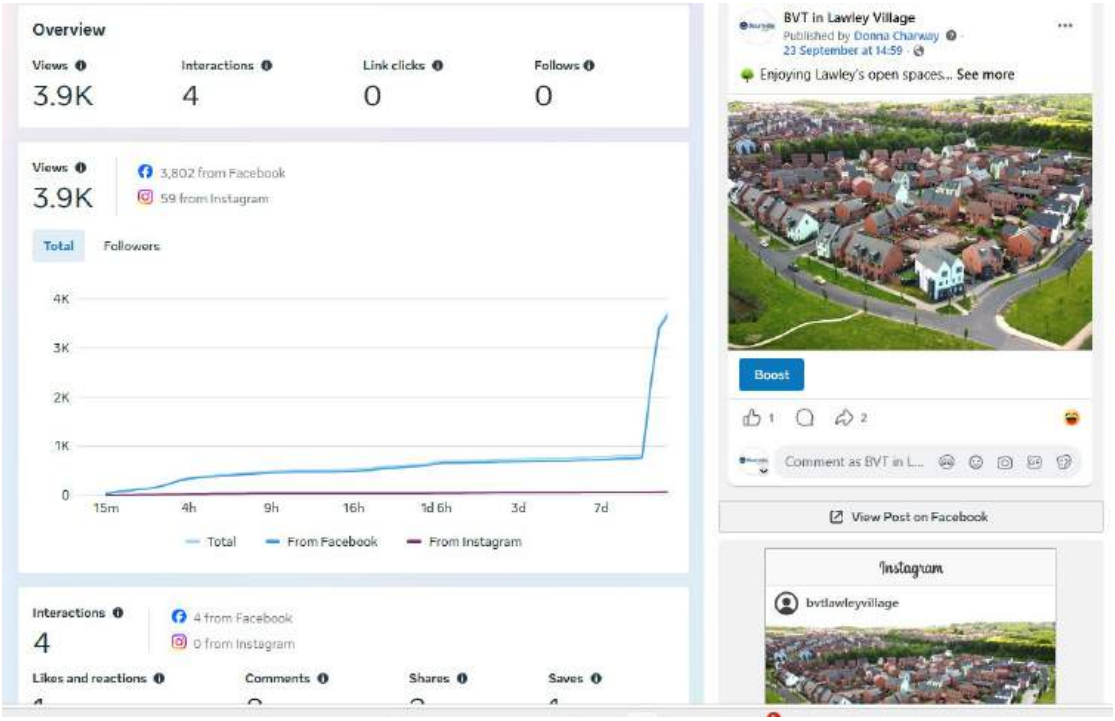
The most engaging posts are shown below, highlighting residents' interest in both Estates & Stewardship services and the community activities taking place across Lawley.

The CCO will continue to work closely with the Estates & Stewardship team to share service updates, promote positive stories and showcase community achievements, ensuring content remains relevant to residents and encourages ongoing engagement.



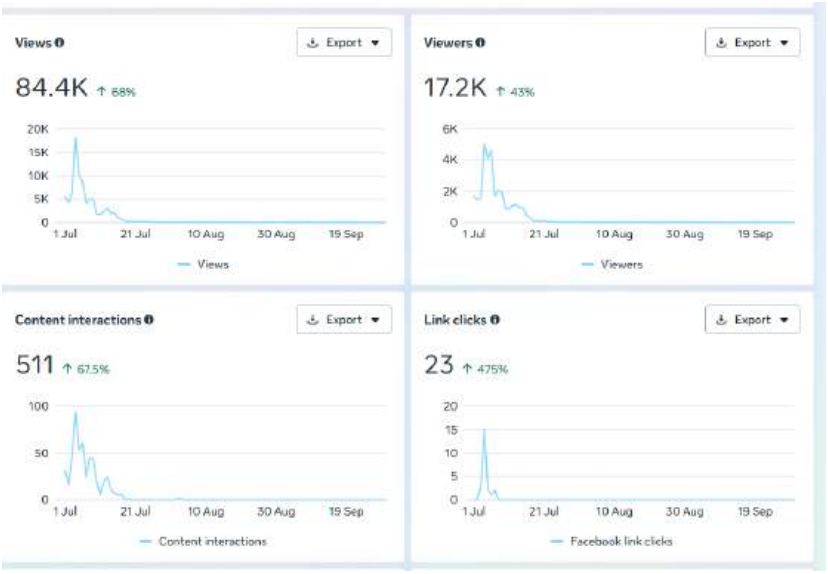






Summerfest Facebook page

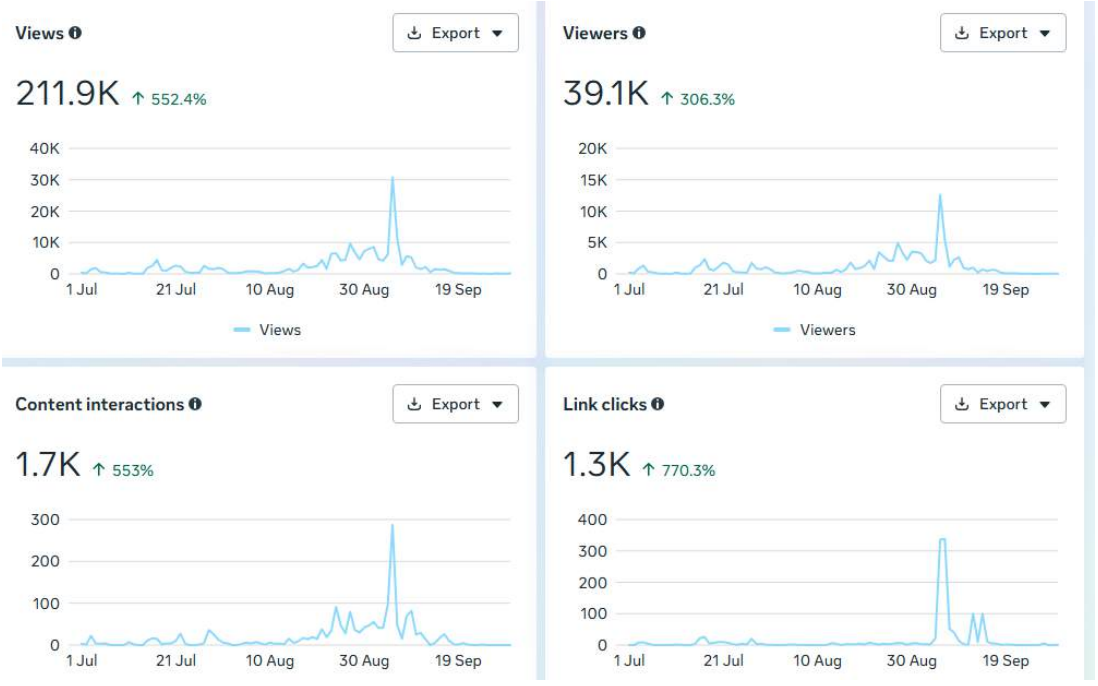
Q3 saw Summerfest take place and good engagement just prior and following the event with increases across views, interactions and clicks.





Lawley 5K fun run Facebook page

The Lawley 5K Fun Run took place in September, resulting in increased event-related content and activity during Q3. This is reflected in the results below, with the growth in participant numbers also helping to raise the event's profile and attract interest from a wider audience. The results indicate continued growth in the event's reach and an encouraging level of interest in this popular community activity.





Online newsletter

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

Bereavement group marks first anniversary

The **Shropshire Bereavement Group** is celebrating one year of monthly drop-in sessions at **Lawley Community Hub**.

The free, welcoming group meets on the **first Tuesday of every month 12.30pm-2.30pm**, providing a safe space for people to talk, listen and connect with others following the loss of a loved one.

Founded by **Shane Game**, the group has supported hundreds of people across Shropshire and continues to grow.

Organisers are looking for volunteers to help support future sessions. If you or someone you know could benefit from the group, or you're interested in volunteering, we'd encourage you to get in touch.



Dog fouling concerns

We know dog fouling can be a real concern for residents, particularly when it becomes a problem in a specific area. Residents in Lawley raised concerns about an increase in dog fouling in a particular part of the neighbourhood.

While we don't have legal powers to enforce dog fouling offences, we understand the impact it can have and wanted to help. In response, we delivered letters to homes in the area, reminding residents about the Dog Control Public Space Protection Order (PSPO) in place through the local authority. Raised awareness through our social media channels and installed a dog poop box to make it easier for dog owners to dispose of waste responsibly.

Find out more about Estates & Stewardship in Lawley



Growing a greener Lawley

Lawley is getting greener! We've completed the first phase of our community tree project; planting apple, cherry, pear and plum trees at local schools, nurseries, care providers and community organisations.

Thanks to funding from the International Tree Foundation, the project is helping create greener spaces, support wildlife and encourage local food growing.

And there's more to come! A second phase will begin later this year, and we're looking for more locations. Could your organisation host a tree?

Find out more about the project and how to get involved on our website (link below).

Celebrating our successful resident elections

A big thank you to everyone in Lawley and Lightmoor Village who took part in this year's resident management committee elections.

We're delighted that residents put themselves forward to help shape their communities. Both elections were contested, and we'd like to congratulate all the successful candidates and thank everyone who stood and voted.

Our resident-led committees play an important role in representing residents' views and help shape the future of their communities.

Find out more about the committees, elections and new members at:
Lawley
Lightmoor Village

Find out more about Lawley's community orchard project

Welcome to this month's Neighbourhood News!

Read on for a flavour of the services, activities and events taking place across your neighbourhood.



This photograph was taken at the recent Lawley 5K Fun Run, organised by our Estates & Stewardship team in Lawley together with Lawley and Overdale Parish Council and Lawley Running Club. It was fantastic to see so many people from the community come together, have fun and raise money for Severn Hospice. Want to see more? Watch the video at the end of this newsletter to see what a truly memorable occasion it was!

Your community, your voice



When George Cadbury founded Bournville Village Trust (BVT), he had a vision for creating strong, thriving communities. That vision continues to shape what we do today.

Our Estates & Stewardships teams across our communities work daily with residents and provide a range of ways you can be involved. Whether you have a question about your home or neighbourhood, an idea for an activity or event, or simply want to find out more about what's happening locally, we'd love to hear from you.

- Your home – ask us about alterations or changes you're considering.
- Your neighbourhood – raise questions about grounds maintenance.
- Your community – find out about local activities, events and opportunities.





Lawley 5k Fun Run 2026

Congratulations to all the runners and walkers of all ages who recently took part in the Lawley 5K Fun Run! With a record number of entrants this year, it was fantastic to see so many people from across the community getting involved. The chosen charity for 2026 is Severn Hospice, and we can't wait to find out the final amount raised at the end of the year.

Follow BVT's Lawley Facebook page

Our online newsletter compares better than similar none profits, as can be seen below:

Analysis

Newsletter	Send Date	Sends	Delivered	Open Rate	Click Rate	Unsubs
April newsletter	2026-04-24	667	666	39.0%	6.8%	0.60%
May newsletter	2026-05-20	666	664	33.1%	10.1%	0.75%
June newsletter	2026-06-18	664	659	40.1%	9.1%	0.15%
July newsletter	2026-07-22	671	666	46.7%	9.3%	0.15%
August newsletter	2026-08-18	672	669	45.7%	10.3%	0.30%
September newsletter	2026-09-17	671	667	40.9%	13.0%	0.00%

Analysis

Your **July–September newsletters all outperformed the general non-profit open-rate benchmark of 28%.**

Newsletter	Send Date	Open Rate	Difference vs Non-Profit Benchmark
July newsletter	2026-07-22	46.7%	+18.7 pts
August newsletter	2026-08-18	45.7%	+17.7 pts
September newsletter	2026-09-17	40.9%	+12.9 pts

Appendix B – Internal communications

In Q3 BVT updated its Intranet (staff website) and moved the articles that appeared in the Staff Bulletin online to the Intranet. During Q3 topics covered for Lawley were:

- Community orchard project helps Lawley grow greener
- Join the Lawley Community coffee morning

Appendix C – External communications

Examples of press releases and media coverage achieved during Q3 2026.



For immediate release

Bournville Village Trust

PRESS RELEASE

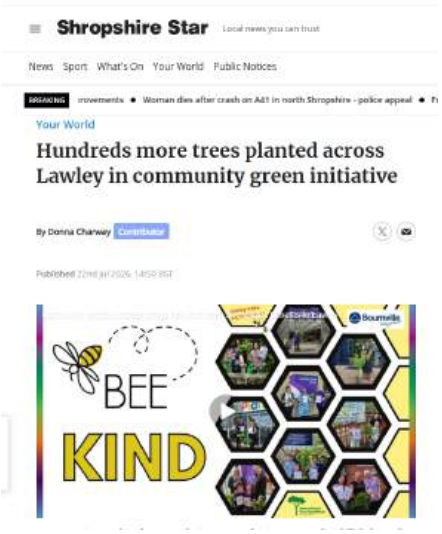
Community orchard project brings new fruit trees and wildlife benefits to Lawley

Bournville Village Trust (BVT) has successfully delivered phase one of a community tree planting project across Lawley, increasing the number of trees within its stewardship area while supporting local food growing, biodiversity and community wellbeing.

As part of its ongoing commitment to enhancing the local environment, BVT secured funding from the International Tree Foundation to plant additional fruit and wildlife-friendly trees across the community in addition to the 371 it is already responsible for.

Working closely with local schools, nurseries, care providers, community organisations and residents, BVT has overseen the planting of apple, cherry, pear and plum trees at various locations throughout Lawley.

The initiative forms part of BVT's wider environmental programme and supports the



Shropshire Star

Local news you can trust

News Sport What's On Your World Public Notices

BREAKING ... movements ● Woman dies after crash on A41 in north Shropshire - police appeal ● ...

Your World

Hundreds more trees planted across Lawley in community green initiative

By Donna Charway Contributor

Published 22nd Jul 2026, 14:59 BST


Link in comments
TELFORD LIVE
With special thanks to the
Community orchard project brings new fruit trees and wildlife benefits to Lawley
TelfordLive
23 July
Community orchard project brings new fruit trees and wildlife benefits to Lawley
Working closely with local schools, nurseries, care providers, community organisations and residents, BVT has overseen the planting of apple, cherry, pear and plum trees at various locations throughout Lawley.
...link to full story the comments...
15
2
Most relevant
TelfordLive
Read the full story for free:
https://www.telford-live.com/.../community-orchard.../
TELFORD-LIVE.COM
Community orchard projec...
Reply
Comment as Summer Fest, Telford

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

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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12th May 2026

		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**

		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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Lawley Management Committee
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12th May 2026

		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.	53 Husselbee Crescent Alteration Proposal	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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12th May 2026

		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	**Completed**
		2.	Declarations Of Interest	Chair	**Noted**
		3.	Minutes	Chair	**Approved**
		4.	Matters Arising/Outstanding Actions	Chair	**Noted**
Items for Decision					
		5.	Risk Register	Head of Estates & Stewardship	**Approved**
		6.	2025 End of Year Accounts	Head of Estates & Stewardship	**Approved**
Items for Discussion					
		7.	Quarterly Financial Report	Head of Estates & Stewardship	**Noted**
		8.	Estates and Stewardship Report	Estates and Stewardship Manager	**Noted**
		9.	Quarterly Performance Report	Estates and Stewardship Manager	**Noted**
		10.	Progress on Lawley Projects 2026	Estates and Stewardship Manager	**Noted**
		11.	Community Development and Partnership Report	Community Development & Partnerships Officer	**Noted**

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Lawley Management Committee
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12th May 2026

		12.	Quarterly Communications Report	Customer Communications Officer	**Noted**
Items for Noting					
		13.	Meeting Plan 2026	Chair	**Noted**
		14.	Any other business	Chair	**Noted**
		15.	Dates for next meeting	Chair	**Noted**
		16.	Confidential Item		**Approved**
		17.	Confidential Item		**Noted**
		18.	Confidential Item		**Noted**
		19.	Confidential Item		**Noted**
13th October 2026	**Working Group Meeting**				
		1.	30 Year Asset Plan (Wear and Tear Fund)	Chief Executive	**Discussed**
		2.	2027 Budgets (including 30 year budget plan)	Head of Estates and Stewardship	**Discussed**
		3.	BVT Strategic Review	Head of Estates and Stewardship	**Deferred**
		4.	Review of Committee Effectiveness Plan	Head of Estates and Stewardship	**Reviewed**
		5.	Committee Member Training	Estates and Stewardship Manager	**Noted**
		6.	AOB	Chair	**Noted**
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.	30 Year Asset Plan (Wear and Tear Fund)	Chief Executive	

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

		6.	2027 Budgets (including 30 year budget plan)	Estates and Stewardship Manager	
		7.	2027 Meeting Dates and Planner	Estates and Stewardship Manager	
Items for Discussion					
		8.	Quarterly Financial Report	Estates and Stewardship Manager	
		9.	Estates and Stewardship Report	Estates and Stewardship Manager	
		10.	Quarterly Performance Report	Estates and Stewardship Manager	
		11.	Progress on Lawley Projects 2026	Estates and Stewardship Manager	
		12.	Community Development and Partnership Report	Community Development & Partnerships Officer	
		13.	Quarterly Communications Report	Customer Communications Officer	
Items for Noting					
		14.	Meeting Plan 2026	Chair	
		15.	Any other business	Chair	
		16.	Dates for next meeting	Chair	
		17.	Confidential meeting		
		18.	Confidential meeting		
		19.	Confidential meeting		
		20.	Confidential meeting		
8th December 2026	**Working Group Meeting**				

		1.	Quarterly Review of Committee Effectiveness Plan	Head of Governance	
		2.	BVT Strategic Review	Head of Estates and Stewardship	
		3.			
		4.			

ITEMS FOR INCLUSION IN AGENDAS/WORKING GROUPS

ITEM	LEAD	Comments