



LIGHTMOOR VILLAGE ESTATE
MANAGEMENT COMMITTEE MEETING
Q1 2026



LIGHTMOOR VILLAGE ESTATE MANAGEMENT COMMITTEE MEETING Q1 2026



19 May 2026



18:00 GMT+1 Europe/London



Acorn Room, Oak Tree Centre, Lightmoor Village or MS Teams



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LVEMC AGENDA 19TH MAY 2026

 Standing item

 JT

REFERENCES

Only PDFs are attached



01. LVEMC Agenda 19th May 2026.pdf



**BOURNVILLE VILLAGE TRUST
LIGHTMOOR VILLAGE ESTATE MANAGEMENT COMMITTEE**

Quarterly meeting of the
Lightmoor Village Estate Management Committee
to be held on Tuesday 19th May 2026 at 6pm
at the Oak Tree Community Centre and via MS Teams

A G E N D A

- | | |
|---|------------------------|
| 1. INTRODUCTIONS AND APOLOGIES | JT 10 mins |
| 2. DECLARATIONS OF INTEREST
Members to declare interests with any items <u>specifically on this agenda.</u> | JT 2 mins |
| 3. MINUTES
To receive and APPROVE the Minutes of the meetings held on: <ul style="list-style-type: none">• 10th February 2026• 18th November 2025 | JT 3 mins |
| 4. OUTSTANDING ACTIONS
To receive updates on outstanding actions from the previous minutes (attached) | JT 5 mins |
| <u>ITEMS FOR DECISION</u> | |
| 5. ALTERATION APPLICATION APPEALS
Standard Agenda Item – None to report | FH - |
| 6. COMMITTEE EFFECTIVENESS & TERMS OF REFERENCE REVIEW
To receive a report and draft TOR (attached) | HP 5 mins |
| <u>ITEMS FOR DISCUSSION</u> | |
| 7. PERFORMANCE REPORT
To receive reports for Q1 2026 (attached) | FH 5 mins |
| 8. ESTATES AND STEWARDSHIP REPORT
To receive reports for Q1 2026 (attached) | FH 5 mins |
| 9. QUARTERLY FINANCIAL REPORT
To receive a report for Q1 2026 (attached) | TR 5 mins |
| 10. COMMUNITY DEVELOPMENT & PARTNERSHIPS REPORT
To receive a report for Q1 2026 (attached) | FH 5 mins |

- | | | |
|--|-----------|---------------|
| 11. COMMUNICATIONS REPORT
To receive a report for Q1 2026 (attached) | DC | 5 mins |
|--|-----------|---------------|

ITEMS FOR NOTING

- | | | |
|--|----------------------|---------------|
| 12. LIGHTMOOR VILLAGE COMMERCIAL UPDATE
To receive a verbal update | VBR | 5 mins |
| 13. LIGHTMOOR VILLAGE DEVELOPMENT UPDATE
To receive a report (attached) | RS | 5 mins |
| 14. COMMITTEE PROJECT MEETING UPDATE
(Standing Agenda Item) – See notes of meetings. | JT | 5 mins |
| 15. MEETING PLAN 2026
To receive a report and plan, 15a (attached) | FH | 5 mins |
| 16. SHARING WITH LIGHTMOOR VILLAGE RESIDENTS
Agree what to share on the website and social media | JT/FH/
DC | 5 mins |
| 17. ANY OTHER BUSINESS
Please discuss AOB items with the Chair before the meeting | JT | 5 mins |
| 18. DATE OF NEXT MEETINGS
Lightmoor Village Estate Management Committee <ul style="list-style-type: none"> • 8th September 2026 • 17th November 2026 | JT | 5 mins |

Project Group

- 16th June 2026
- 14th July 2026 (includes 30 min interim formal meeting)
- 20th October 2026
- 15th December 2026

1. INTRODUCTIONS AND APOLOGIES

 Standing item

 JT

 10 mins

2. DECLARATIONS OF INTEREST

 Standing item

 JT

 2 mins

3. MINUTES OF PREVIOUS MEETING 10TH FEBRUARY 2026 AND 18TH NOVEMBER 2025



Decision Item



JT



3 mins

REFERENCES

Only PDFs are attached



03. LVEMC Draft Minutes Q3 18th November 2025.pdf



03. LVEMC Draft Minutes Q4 10th February 2026.pdf



**BOURNVILLE VILLAGE TRUST
LIGHTMOOR VILLAGE ESTATE MANAGEMENT COMMITTEE**

**Draft Minutes of the Lightmoor Village Estate Management Committee
meeting held on 18th November 2025 at 6pm at the Oak Tree Community Centre
and via MS Teams**

	PRESENT: Jordan Taylor (JT) (chair), Pete Jones (PJ) (vice chair), Wendy Rhoden (WR), Beth Taylor (BT), Moci Wang (MW), Louise MacLeod (LM)	
	IN ATTENDANCE: Tracey Rowe (TR) Fleur Hemming (FH) Jodie Cook (JC) Minute Taker Donna Charway (DC) Arthur Tsang (AT) attended online via Teams	
	INTRODUCTIONS & APOLOGIES Introductions: JT welcomed everyone to the committee and introduced everyone to JC. Apologies: Pete Richmond (PR) Hannah Morris (HM) Rebecca Stevens (RS) Victoria Burnett- Rogers (VBR) No apologies from Rachel	
053/25	DECLARATIONS OF INTEREST There were no declarations of interest made.	
054/25	MINUTES OF PREVIOUS MEETINGS The Minutes of the Lightmoor Village Estate Management Committee meeting held on 15 th July 2025 were NOTED and APPROVED .	
055/25	OUTSTANDING ACTIONS SCHEDULE 046/25 - TR is currently speaking with JE, looking at the project group. TR advised they need to look at what data we can collect on our homeowners such as contact details. BT queried why we do not collect demographic details for homeowners.	

	TR advised that under GDPR regulations we are unsure if we can collect demographic details as there would need to be a purpose for storing this information. TR advised when BVT are talking to residents, they are being asked for up to date contact details. JT advised it is good to see all actions are completed and asked if there were any further questions. There were none.	
	<u>ITEMS FOR DECISION</u>	
056/25	APPEALS – None Received LM queried if this needs to be a standing item as we do not get many. JT advised we will leave this on and skip past if there are none to report.	
057/25	LIGHTMOOR DRAFT 2026 BUDGET TR advised this shows confirmation of discussion from last working group. Grounds maintenance service have done a big review and mapping exercise and costs significantly increased. This was originally covered by Birmingham budget, but TR believes the true figures should be shown so now the deficit has increased. There is also a cost of living rise for the staff budget. AT advised this needs to be clear on the report to explain the deficit TR advised that in the future BVT are working on a strategic review and then will produce a plan to reduce the shortfall. JT asked if there were any further questions and there were none. All members APPROVED the budget.	
058/25	2026 COMMITTEE MEETING DATES LM – may not be able to make the meeting on 21st April as this her birthday so may have to send her apologies. JT advised the meeting in November may need to be chaired by PJ as this is after his wedding. Committee APPROVED all other proposed dates.	
	<u>ITEMS FOR DISCUSSION</u>	
059/25	PERFORMANCE REPORT FH presented this report. FH advised that this is a good report for Q3 and shows some great data.	

	JT advised this is a positive report and really impressive and believes this should be shared with residents. FH advised this is shared on the website. JT asked if there are any further questions. There were none.	
060/25	ESTATES AND STEWARDSHIP REPORT FH advised this shows great work from the estate caretakers and grounds maintenance team. There are articles on the website and social media about the bark, and this shows positive work and is all making a difference. Grounds maintenance has improved since having a new operative PJ queried if the heavy rainfall had affected anything. FH advised this only affects pathways and caretakers have kept an eye on this through the bad weather The committee NOTED the report.	
061/25	QUARTERLY FINANCIAL REPORT FH presented the report. FH advised that finance business partners have said how good Lightmoor is doing at keeping to budget. Some of the lights have moved to smart meters. Lights will also be replaced with LED's to make this cheaper in 2026. JT asked if there were any further questions. There were no questions asked. The committee NOTED the report.	
062/25	COMMUNITY DEVELOPMENT AND PARTNERSHIPS REPORT FH presented this report. FH highlighted the work to ask people about their priorities for Lightmoor Village. People are asking for a doctors surgery and more community events. The church will be doing the nativity as part of the Christmas event. The committee NOTED the report.	

063/25	COMMUNICATIONS REPORT DC presented this report. DC advised we have had a positive quarter. There has been some positive engagement through social media. Results are way higher than Lawley for engagement even with being smaller. There has not been a lot of negativity, and this tends to be usual negative comments about parking. DC has drafted a news release about the doctors surgery opening. BT asked if we have already prepared the comms to send out straight away. DC advised this has been prepared but will be agreed with the doctors first. TR suggested that this would be good to put achievements that committee have been working on into the comms for elections and should put a blog out each year to show what committee have been doing. JT agreed for members to be part of creating blogs/videos. The committee NOTED the report.	DC DC/ FH
	<u>ITEMS FOR NOTING</u>	
064/25	LIGHTMOOR VILLAGE COMMERCIAL UPDATE FH advised that Cherry Tree House has been cleared for works to take place. Nursery works outside are now finished and there are new gates. Confidential – Londis is rebranding to Budgens but has not yet been announced. JT has advised we may get some complaints if pricing goes up in the shop. The committee NOTED the update	
065/25	LIGHTMOOR VILLAGE DEVELOPMENT UPDATE RS has shared that new house building work is going well. RS requested an update from Morro for this meeting but was not given one. AT agreed that JT could draft a letter to send to Morro and be signed by all committee members. PJ advised that it is disappointing as they assured us that communication would be better. The committee NOTED the update.	JT

066/25	COMMITTEE PROJECT MEETING UPDATE JT highlighted that we have had some trees donated to fill some spaces. WR advised that seeds have been donated from Smallwoods for silver birches.	
067/25	MEETING PLAN 2025 FH will add all dates to Outlook. FH advised that on 10 th December will finish meeting and then go to the Italian restaurant. Committee members will need to let FH know if they are attending so she can know numbers.	
068/25	SHARING WITH LIGHTMOOR VILLAGE RESIDENTS JT has asked if there will be a reminder for the Christmas event. FH agreed and advised this is always on the first Friday of December.	DC
	DATE OF NEXT MEETING Project Group, 10 th December at the Oak Tree Centre	
	The meeting closed at 19:07pm	
	 Chair Date	



**BOURNVILLE VILLAGE TRUST
LIGHTMOOR VILLAGE ESTATE MANAGEMENT COMMITTEE**

**Draft Minutes of the Lightmoor Village Estate Management Committee
meeting held on 10th February 2026 at 6pm at the Oak Tree Community Centre**

001/26	PRESENT: Jordan Taylor (JT) (chair), Pete Jones (PJ) (vice chair), Wendy Rhoden (WR), Louise MacLeod (LM)	
002/26	IN ATTENDANCE: Tracey Rowe (TR) Fleur Hemming (FH) Rebecca Stevens (RS)	
003/26	INTRODUCTIONS & APOLOGIES Introductions: JT welcomed everyone to the committee and gave the apologies. Apologies: Pete Richmond (PR) Arthur Tsang (AT) Beth Taylor (BT) Hannah Morris (HM) Moci Wang (MW) Victoria Burnett- Rogers (VBR) Donna Charway (DC) No apologies were received from Rachael Davies (RD)	
004/26	DECLARATIONS OF INTEREST There were no declarations of interest made.	
005/26	MINUTES OF PREVIOUS MEETINGS The Minutes of the Lightmoor Village Estate Management Committee meeting held on 18 th November were not approved. JT explained that the minutes cannot be approved as AT or PR are not in attendance, but there are no other decisions to be made as this committee.	FH
006/26	OUTSTANDING ACTIONS SCHEDULE JT advised it is good to see all actions are completed.	

	A discussion took place about a BVT newsletter to show Morro how communications work in the Village, FH will discuss this with DC and suggested waiting until the information about the doctors surgery has been shared. JT asked if there were any further questions. There were none.	FH / DC
	<u>ITEMS FOR DECISION</u>	
007/26	None to report	
	<u>ITEMS FOR DISCUSSION</u>	
008/26	PERFORMANCE REPORT FH presented this report. FH advised that the performance report for Q4 and shows some great data for the work that takes place JT advised this is a positive report. FH advised this is shared on the website. A discussion took place about the format, and ways to tweak it. FH will create a new template for the Q1 meeting. JT asked if there are any further questions. There were none.	FH
009/26	ESTATES AND STEWARDSHIP REPORT FH presented the report and highlighted the great work from the estate caretakers during extended period of ice and snow. JT wished to pass on the committees thanks to the team for looking after the safety of the residents in Lightmoor Village. FH also highlighted the partnership working with the estate caretakers, grounds maintenance and tree contractor in dealing with the fallen trees following the snowstorm. The compliance work that the estate caretakers have recently undertaken was also discussed. TR commented on the great quality of the reports received at Committee and the huge improvement since 2020. LM agreed and said the team and the work that is done in Lightmoor Village has come along way. Everyone agreed with this.	

	A discussion took place about creating more videos, FH agreed and said a day in the life of the estate caretakers is planned to take place this year. The committee NOTED the report.	
010/26	QUARTERLY FINANCIAL REPORT FH presented the report. JT asked if there were any further questions. There were no questions asked. The committee NOTED the report.	
011/26	COMMUNITY DEVELOPMENT AND PARTNERSHIPS REPORT FH presented this report. FH highlighted The committee NOTED the report.	
012/26	COMMUNICATIONS REPORT FH presented the report on behalf of DC. FH shared what a positive report it was and the positive engagement through social media. Everyone agreed. There were no questions asked. The committee NOTED the report.	
	<u>ITEMS FOR NOTING</u>	
013/26	LIGHTMOOR VILLAGE COMMERCIAL UPDATE FH presented the report on behalf of VBR. FH advised that the Cherry Tree House lease is near completion, and all other units remain the same. There were no questions asked. The committee NOTED the update	
014/26	LIGHTMOOR VILLAGE DEVELOPMENT UPDATE FH presented the report on behalf of RS. There were no questions asked. The committee NOTED the report.	

	The committee NOTED the update.	
015/26	COMMITTEE PROJECT MEETING UPDATE JT discussed the notes from the 10 th December regarding planned projects for 2026. No questions were asked. Committee NOTED the notes.	
016/26	MEETING PLAN 2026 The committee NOTED the report	
017/26	SHARING WITH LIGHTMOOR VILLAGE RESIDENTS Committee discussed the sharing of the doctors surgery once finalised. FH advised that a draft had already been created.	FH/DC
018/26	DATE OF NEXT MEETING JT shared the next date - Project Group, 17 th March 2026 at the Oak Tree Centre	
019/26	The meeting closed at 19:15pm	
	 Chair Date	

4. OUTSTANDING ACTIONS

 Discussion Item

 JT

 5 mins

REFERENCES

Only PDFs are attached

 04. LVEMC Outstanding Actions Schedule .pdf

OUTSTANDING ACTIONS SCHEDULE: Lightmoor Village Estate Management Committee			
MIN	TOPIC	ACTION	PROGRESS
	ACTIONS FROM LVEMC 10th February 2026		
005/26	Minutes of previous meeting Minutes approval as committee was not quorate.	Add approval of November minutes to February meeting.	Included on the agenda. Item 3.
006/26	Outstanding actions schedule BVT Newsletter	BVT newsletter for summer	FH and DC will work on a newsletter for the summer holidays.
008/26	Performance report Tweak format	Change format for Q1	FH has created a new template for the Q1 meeting for E&S committees to give consistency. Item 7.
	ACTIONS FROM LVEMC 18th November 2025		
063/25	Communications Report CONFIDENTIAL News release regarding the doctors surgery	DC to write a draft release.	This has been drafted and is with the partners at the doctors surgery for changes and approval. Update 18 th May- Doctors surgery announced to their patents without discussing with BVT. DC has contacted to advise we must issue a joint statement.
063/25	Communications Report Add achievements that committee have been working on into the comms for elections.	DC/FH/Committee members to share achievements.	This has been added in to the project plan for elections.

065/25	Lightmoor Village Development Update AT agreed that JT could draft a letter to send to Morro and be signed by all committee members.	JT to write a letter.	To be progressed if visible changes are not made.
068/25	Sharing With Lightmoor Village Residents JT asked for further reminders for the Christmas event.	DC to promote event	A full coms plan was in place that advertised the event well.
	ACTIONS FROM LVEMC 15th July 2025		
046/25	TR to confirm with Jade Edwards- Head of Customer Service, about the strategy for collecting email addresses.	TR to speak to JE.	055/25 – November update. TR advised they need to look at what data we can collect on our homeowners such as contact details. TR is currently speaking with JE, looking at the project group.

ITEMS FOR DECISION

- Scheduling Item

5. ALTERATION APPLICATION APPEALS

 Decision Item

 FH

 0

None to report

6. COMMITTEE EFFECTIVENESS & TERMS OF REFERENCE REVIEW

 HP

 5 mins

REFERENCES

Only PDFs are attached

 6a. Committee Effectiveness Review 2026 LVEMC.pdf

 6b. DRAFT Terms of Reference LVEMC.pdf

Lightmoor Village Estate Management Committee	
Date	19 th May 2026
Item	Committee Effectiveness & Terms of Reference Review
Author	Hannah Pryce Company Secretary
Contact Details	hannahpryce@bvt.org.uk 0121 667 1152



1. Purpose of Report

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

2. Recommendation/s

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

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

3. Link to Strategic Aims, Objectives and Values

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

4. Financial Impact

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

5. Value for Money Impact

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

6. Risk and Assurance Impact

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

7. Relevant Legislation and Regulation Impact

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

service in Lightmoor Village. The committee has a key role in ensuring that services provided to customers are fair and equitable and that customers experience fair and equitable outcomes.

8. Equality, Equity, Diversity & Inclusion Impact

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

9. Customer Voice and Impact

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

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

10. Report

10.1 Background

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

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

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

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

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

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

Overall, the Lightmoor Village Estate Management Committee is operating effectively and making a positive contribution to the community. The committee works collaboratively, with open and constructive discussion, effective challenge, and strong engagement from members. Meetings are generally well-organised and accessible, supported by clear papers and good officer support. The committee is focused on the right priorities for residents, with evidence of improved communication, stronger

relationships with BVT, and tangible service improvements across Lightmoor. The review also identifies opportunities to further strengthen effectiveness, particularly around digital inclusion, clearer role expectations, broader community engagement, and encouraging wider and more diverse participation.

What's working well

- Meetings are accessible, with virtual options enabling inclusive participation
- Agendas, reports, and papers are clear, timely, and support effective discussion
- There is strong teamwork, with open debate and collective responsibility for decisions made
- Members bring a good mix of skills and experience
- There is effective challenge and scrutiny of officers, with constructive relationships built
- There is a clear focus on resident priorities and visible community impact including improved communication and openness between the committee, BVT, and residents
- There are tangible service improvements and better handling of local issues
- Having social media guidance for committee members to be able to respond to resident feedback on Facebook was welcomed
- The skills gap analysis shows solid capability across most areas with no training needs identified for those who completed the form.

Areas for improvement

- There may be a need to improve digital support and training for relevant committee members to ensure equal access to systems and information. Although support has been provided by the Estates & Stewardship team, the governance team will provide further support where needed and this will also be picked up during new member inductions.
- Committee onboarding needs to be strengthened, including clearer guidance on role expectations and responsibilities. The Governance team at BVT are developing a quality onboarding process including training, working in collaboration with the Estates and Stewardship team for the operational and technical aspects
- There was suggestion to develop more formal mechanisms for raising urgent issues outside of meetings. Any urgent issues outside of meetings can be reported to Fleur and Tracey. There is also a committee WhatsApp group for discussions with members in between meetings. There is a link to a Microsoft form pinned to the top of the WhatsApp group to share any issues with the Estates and Stewardship team
- The diversity of the committee is not representative of the Lightmoor Village community, particularly in terms of tenure. Targeted communications and engagement are taking place throughout the elections to help ensure a diverse range of candidates are up for election

- There were suggestions to further improve communication with the wider community and continue to increase awareness of the committee, the positive work that's taking place, and how residents can get involved
- Only three committee members (including an Exec team member) engaged with the committee effectiveness review process this year. Input from all committee members is important in helping the effectiveness review reflect the full range of experiences and perspectives. This will be explored with members to help understand why engagement was so low for this committee effectiveness review and to improve for the next review.

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

10.3 Terms of Reference (ToR) Review

The following sections of the Terms of Reference have been refreshed:

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

Section 4 - The Principle Functions at section 4 have been updated to better reflect the purpose of the committee at section 1 around the committee's responsibility to the residents to ensure quality of service. This has been included at 4.1-4.3.

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

There were no other suggested changes.

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

10.4 Next steps

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

Appendix 1 Lightmoor Village Estate Management Committee Improvement Plan 2026

Ref	Activity	Aim	Lead	Target completion
1/26	Continue to provide digital support and training for relevant committee members.	To ensure all committee members have access to the TeamEngine portal and information needed for their committee member role.	Governance & Compliance Officer	Dec 2026
2/26	Review and improve the onboarding process for new committee members.	To enable new committee members to contribute confidently and effectively by providing a clear, consistent, and supportive onboarding experience.	Company Secretary	Dec 2026
3/26	Continue to target elections engagement to a broad range of residents.	To ensure the diversity of the committee is more reflective of the Lightmoor Village community.	Head of Estates & Stewardship	June 2026
4/26	Explore the best way to share the work and impact of the committee with residents. Consider monthly newsletters, Chair's blogs, publishing committee papers and inviting residents to observe meetings.	To improve residents' understanding and engagement by exploring the most effective methods for sharing the committee's work and impact.	Head of Estates & Stewardship	Sept 2026
5/26	Consider how best to review the effectiveness of the committee with members following low levels of engagement during the 2026 review.	For the committee effectiveness review to reflect the full range of experiences and perspectives of members.	Company Secretary	June 2026

LIGHTMOOR VILLAGE ESTATE MANAGEMENT COMMITTEE TERMS OF REFERENCE

1. PURPOSE

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

2. MEMBERSHIP AND PROCEEDINGS

2.1 CHAIR & VICE-CHAIR

The Chair of the Committee will be a Lightmoor Village resident and appointed by the Committee for a term of two years, being eligible for a further two-year term thereafter.

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

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

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

2.2 COMPOSITION

The Lightmoor Village Estate Management Committee will be made up of up to 10 members as follows:

8 Lightmoor Village residents selected through a process where all charge payers have the opportunity to participate

2 BVT Executive Team members

2.3 CO-OPTEEES

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

One of the three co-opted positions will be offered to an elected Parish Councillor representing a Lightmoor Village ward, nominated by The Gorge Parish Council.

One of the three co-opted positions will be offered to an elected Parish Councillor from Dawley Hamlets Parish Council.

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

2.4 MEETINGS

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

2.5 QUORUM

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

2.6 VOTING

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

Co-optees are not eligible to vote.

2.7 GOVERNANCE POLICIES

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

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

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

2.8 SECRETARY

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

2.9 EXECUTIVE TEAM & SENIOR MANAGEMENT

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

2.10 REMUNERATION

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

2.11 TERMINATION OF MEMBERSHIP

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

2.12 COMMITTEE EFFECTIVENESS

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

3. DELEGATED AUTHORITY

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

4. PRINCIPAL FUNCTIONS

The principal functions of the Lightmoor Village Estate Management Committee shall be as follows:

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

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

OTHER KEY FUNCTIONS

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

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

5 CONFLICT OF INTEREST

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

6 REPORTING PROCEDURE

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

Approved by the Lightmoor Village Estate Management Committee:	19th May 2026
Approved by the Customer & Neighbourhoods Committee:	Tbc Sept 2026

ITEMS FOR DISCUSSION

7. PERFORMANCE REPORT Q1 2026

 Discussion Item

 FH

 5 mins

REFERENCES

Only PDFs are attached

 07. Lightmoor Village Performance Report Q1 2026 (1).pdf

Quarterly Performance Report

Estates & Stewardship – Lightmoor Village

(Q1 1st January 2026 – 31st March 2026)



Contents

Estates & Stewardship Performance Summary

Financial

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Alterations

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Grounds Maintenance

Estates & Stewardship Performance Summary

Maintaining Good Performance

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

These include;

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

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

Areas of concern

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

These include;

- Breaches
- Compliments

Financial

No.	Measure	Q1 2025	Q1 2026	Trend	Target	YE 2025
01	Stewardship Charge collected against amount invoiced %	95.44%	95.76%	😊	98%	99.55%
02	Stewardship Charge Arrears (£)	£141,488.17	£145,265.04	😊	Report	£3,676.14
03	Stewardship Charge True Arrears (£)	£19,227.03	£18,710	😊	Report	£1,882.88
04	Number of household with accounts in arrears	449	424	😊	Report	15
05	Number of Direct Debits in place	377	380	😊	Report	372
06	Number of cases with arrears action	23	19	😊	Report	3
07	Number of households in debt 1 year or over	39	25	😊	Report	2

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 Lightmoor Village. 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 Lightmoor Village.

Of the total charge of £441,317, £145,265.04 remains outstanding, which includes allocated direct debits.

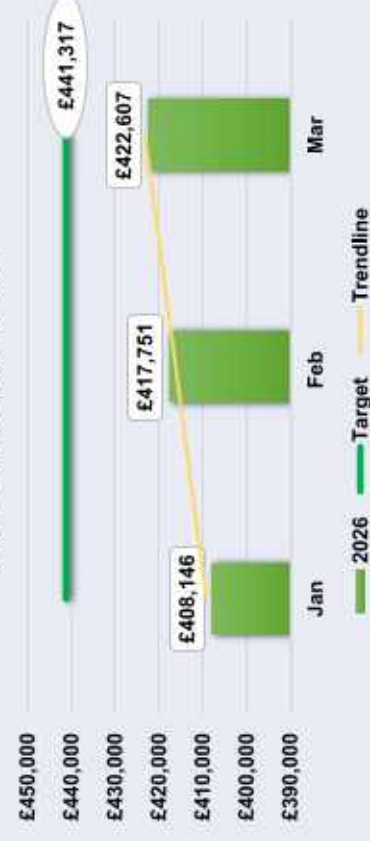
Within this figure, £18,710 represents true arrears, meaning accounts with no active payment plans, including debts carried over from previous years. Currently, 4.24% of the total charge remains unpaid, indicating that collection is on track to meet the 98% target by the end of 2026.

Comparative graphs for Q1 2025 and 2026 show that collection performance in early 2026 closely mirrors the same period in 2025, with the trendline highlighting a slight increase in the amount collected each month and a reduction in true arrears, demonstrating consistent improvement in collection management.

**Stewardship Charge % collected
2025 - 2026 Q1 comparison**



**Stewardship Charge
amount collected Q1 2026**



Financial

Stewardship Charge £ True Arrears outstanding
2025-2026 Q1 comparison



At the end of March 2026, there are 380 direct debits in place in Lightmoor Village, showing an increase of 8 from the end of 2025. Currently, 424 accounts are in arrears. This has reduced from 456 by 32 accounts from January 2026. In Q1 there are 25 households where the debt is 1 year old or more, 21 of which have no DD in place. This has decreased by 32 since January.

Direct Debits in place **Accounts in arrears** **Households in debt,** **Households in**
Q1 2026 **Q1 2026** **1 year or more** **arrears action**



Of the accounts in arrears, 19 are currently undergoing arrears action.

- 7 at 1st action stage
- 11 at 2nd action stage
- 0 at 3rd action stage
- 0 at 4th action stage (County Court Judgement application)
- 1 at 5th action charging order

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

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

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

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

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

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

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

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

Breaches

No.	Measure	Q1 2025	Q1 2026	Trend	Target	YE 2025
08	Number of new breaches reported (in month)	38	84		98%	124
09	Number of Breaches closed	6	72		Report	113
10	Number of Breaches in progress	New 2026	12		Report	New 2026
11	% of Breaches completed on time	33.3%	86%		Report	100%
12	Average number of days taken from date breach logged to full resolution	12.8	16		28 days	15.7

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 four-week rota, the Estates Officer also conducts daily walkabouts to identify and report additional issues.

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

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

Performance Commentary

In Q1, a total of 84 breaches were recorded in Lightmoor Village.

January saw the highest number with 46 breaches, the majority relating to bins being left out in various areas. Other issues included fly tipping from other housing association homes, minor garden maintenance concerns such as weeds, parking on garden areas, property maintenance matters including blocked drains and weeds on driveways, the display of For Sale/To Let signage, and miscellaneous issues such as Christmas decorations.

February recorded 13 breaches, including bins and recycling left out, fly tipping of a chest freezer in a communal courtyard, garden maintenance issues where weeds were emerging through previously altered stone chippings, property maintenance concerns such as the condition of a front door, display of an external For Sale sign, and Christmas decorations remaining in place.

In March, 25 breaches were recorded, with bins left out being the most frequent, alongside fly tipping in a communal courtyard, untidy gardens particularly where alterations had been completed, parking issues including a campervan on a driveway, property maintenance items stored on driveways, newly erected sales signs, and one unauthorised front wall alteration. All residents involved have received initial letters, and follow-up inspections will be conducted to ensure compliance and resolution of the breaches.

In Q1, 72 breaches were closed, including many 'For Sale' signs and bin breaches resolved. We have 12 ongoing breaches 9 for signage, 2 property maintenance and 1 parking breach.

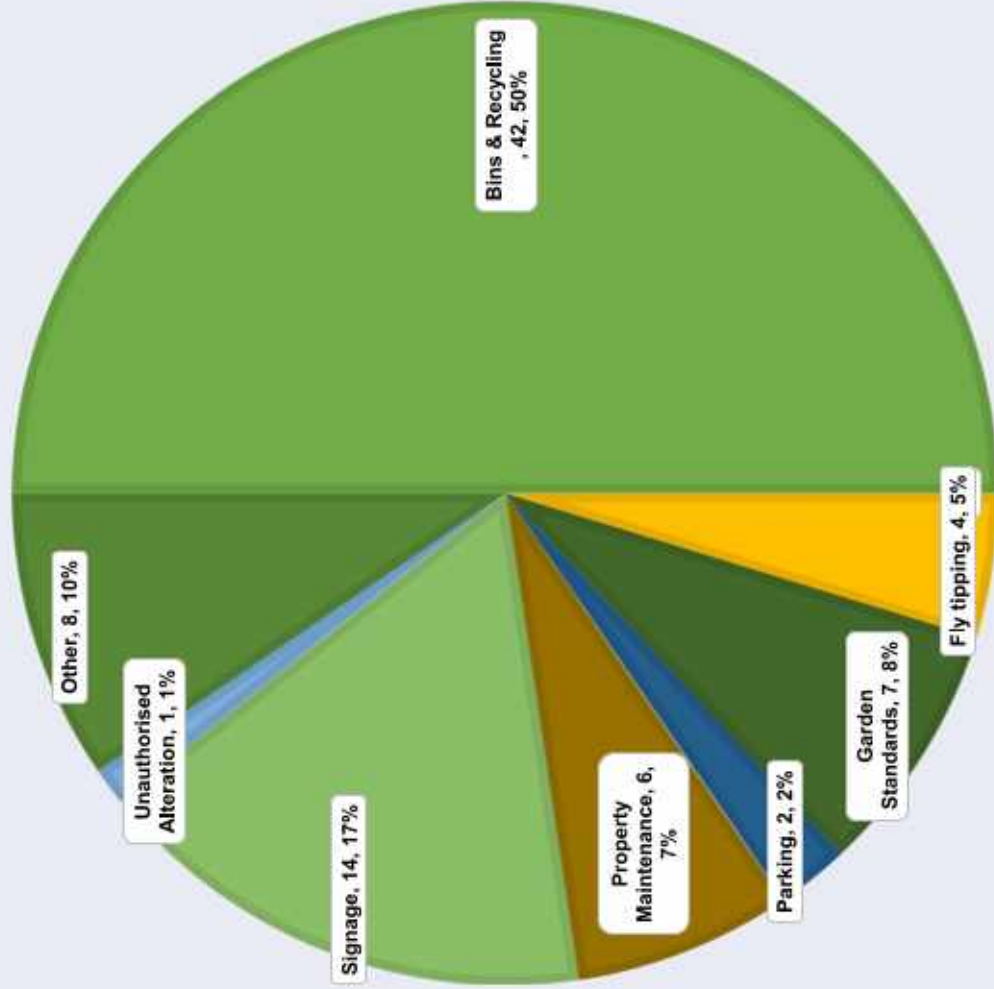
In Q1, the average time taken to resolve breaches in Lightmoor Village was 16, down from 33.3 days compared to Q1 2025. This improvement reflects quicker progression of newer straightforward cases and the absence of older, more complex breaches that had previously extended resolution times.

Significant effort went into resolving older breaches throughout 2025, which has impacted the percentage of cases closed within the expected timeframe.

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



**Breach Type
Q1 2026**



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

Performance is currently not on target due to the % of open breaches, however improvement has been seen each month, particularly when initial letters and contacts are ignored by residents.

Regular estate checks are carried out by the Estate Officer to improve performance, and the timeframes for breach resolution is currently under review.

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

To address this, the Estate Officer is taking a proactive approach, actively following up on open breaches to ensure they are resolved and to drive improvements in overall compliance.

Alterations

No.	Measure	Q1 2025	Q1 2026	Trend	Target	YE 2025
13	Number of new alteration applications received in month	7	2	😊	Report	29
14	Number of alterations in progress	0	0	😊	Report	0
15	Number of alterations rejected	0	0	😊	Report	0
16	Number of alterations withdrawn	0	0	😊	Report	0
17	Number of alterations appeals	0	0	😊	Report	0
18	Number of alterations completed on time	0	2	😊	Report	29
18a	Number of alterations completed, but not on time	0	0	😊	Report	0
19	Percentage of alterations completed on time	100%	100%	😊	100%	100%
19a	Number of alterations applications carried forward to next month	1	0	😊	Report	1

Performance measures, trends and targets

KPI13-KPI19 measure the Estates & Stewardship Team's effectiveness in processing alteration applications in accordance with the Design Guide. Applications are expected to be completed within clearly defined timeframes: 4 weeks for minor alterations and 6 weeks for major alterations.

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

Performance Commentary

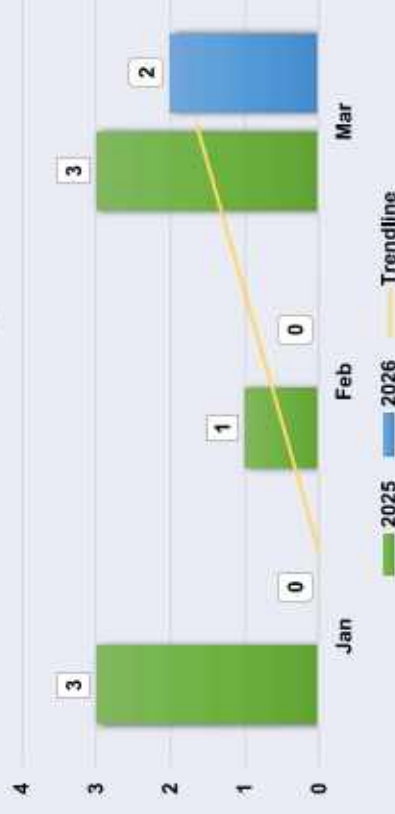
During Q1, a total of 2 alteration applications were received. This figure is lower than the number recorded by the end of Q1 2025, which saw 7 applications. Of the 2 applications received in 2026 both have been processed and approved.

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.

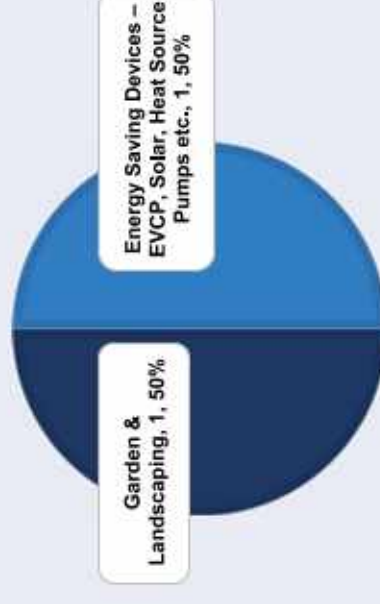
If performance is not currently on target, what are the reasons for this:
Performance for alterations is very good, this is attributed to the small number of applications.

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

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



Alteration Application Types
Q1 2026



Estate Inspections and Estate Caretakers

No.	Measure	Q1 2025	Q1 2026	Trend	Target	YE 2025
20	Number of planned estate inspections completed to target	13	13		Report 4 or 5 per month	48
21	% of planned estate inspections completed to target	100%	100%		100%	100%
22	Number of caretaker courtyard inspections and planned works completed to target	157	162		54 per month	648
23	% of caretaker courtyards completed to target	100%	100%		100%	100%
24	Number of weekly block inspections completed to target	New 2026	216		18 per week/ 72 per month/ 216 per qtr.	New 2026
25	% of weekly block inspections completed to target	New 2026	100%		100%	New 2026
26	number of weekly block compliance checks completed to target (fire alarm and water flush)	New 2026	120		10 per week/ 40 per month/ 120 per qtr.	New 2026
27	% of weekly block compliance checks completed to target (fire alarm and water flush)	New 2026	100%		100%	New 2026
28	number of monthly block compliance checks completed to target (emergency lighting)	New 2026	208		18 per week/ 72 per month/ 216 per qtr.	New 2026
29	% of monthly block compliance checks completed to target (emergency lighting)	New 2026	98%		100%	New 2026
30	Number of litter bins emptied to target	New 2026	24		82 per week/ 8 per month/ 24 per qtr.	New 2026
31	% of litter bins emptied to target	New 2026	100%		100%	New 2026
32	Number of estate caretaker repairs completed	New 2026	1		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 by the Estate Officer on a published four-week cycle, ensuring that all areas of the Village are regularly inspected. Each week, at least two areas are assessed to maintain high standards of upkeep and safety. This structured approach ensures no area is overlooked and that any maintenance issues are identified and addressed promptly.

In Q1, 100% of scheduled estate checks were successfully completed, and this level of performance has been consistently maintained since 2021.

Estate Caretakers

Estate Caretakers operate on a four-week cycle to ensure that each courtyard within the Village receives attention, helping to keep the environment clean, green, and safe.

So far in 2026, caretakers have successfully visited 54 courtyards per cycle, achieving a 100% completion rate.

Block Inspections and Compliance Checks

From January 2026, Estate Caretakers assumed responsibility for block inspections and compliance checks across BVT-owned apartment blocks in Lightmoor Village and the wider BVT Telford communities. These duties include weekly fire alarm testing and water flushing, as well as emergency lighting checks.

In January and February, one inspection could not be completed due to an access issue at Gladstone Court. This issue has now been resolved, and compliance has returned to the expected 100% level.

Other Tasks

The litter bins in the Village Centre are emptied weekly by the Estate Caretakers, with performance currently at 100%.

From 2026, ad hoc repairs are also being recorded as part of performance monitoring. In Q1, this included the repair and replacement of a damaged fence following the snowstorm.

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

Performance for estate management is very good.

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

No further action is required; performance will be monitored.

Health & Safety

No.	Measure	Q1 2025	Q1 2026	Trend	Target	YE 2025
33	Number of accidents reported	New 2026	0		Report	New 2026
34	Number of incidents reported	New 2026	0		Report	New 2026
35	Number of near misses reported	New 2026	0		Report	New 2026
36	Number of RIDDOR reportable accidents	0	0		Report	0
37	SUDS and Waterways - % of inspections outstanding beyond timescale	New 2026	0%		0%	New 2026
38	SUDS and Waterways - % of emergency works outstanding beyond timescales	New 2026	0%		0%	New 2026
39	Number of inspections of play areas completed to target (monthly)	New 2026	3		3 per qtr.	New 2026
40	% of inspections of play areas completed to target (monthly)	New 2026	100%		100%	New 2026
41	Number of inspections of play areas completed to target (Quarterly)	New 2026	1		1 per qtr.	New 2026
42	% of inspections of play areas completed to target (Quarterly)	New 2026	100%		100%	New 2026
43	Number of inspections of play areas completed to target (Annual ROSPA)	New 2026	0		Once a year	New 2026
44	% of inspections of play areas completed to target (Annual ROSPA)	New 2026	Carried out in November 25 Due again in November 26		100%	New 2026
45	Annual tree inspections completed to target (Savillis) %	New 2026	Carried out in November 25 Due again in November 26		Once a year	New 2026
46	Percentage of advised tree works completed to advised timescale (e.g. immediate 3/6/9/12 months)	New 2026	100%		100%t	New 2026

Performance Measures, Trends and Targets

KPI33–KPI46 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. Additionally, it covers inspections and work related to SUDS (Sustainable Urban Drainage Systems), waterways, play areas, and tree work. The target for all KPIs is 100%, and performance is tracked through internal reporting and audits to ensure consistent adherence to safety standards.

Performance Commentary

Accidents, Incidents, Near Misses, and RIDDOR

There have been no accidents, incidents, near misses, or RIDDOR reports in 2026, indicating a strong safety performance across the team.

SUDS and Waterways

All inspections and associated works for SUDS and waterways have been successfully carried out by the Grounds Maintenance team. In addition, Wrekin Drains, who manage the drainage contract for the SUDS system, are also completing related works. The Estates & Stewardship Team is set to take over management of this contract later in the year.

Play Areas

All required inspections of play areas have been completed by the Grounds Maintenance team. Any necessary works have been passed to the Estates and Stewardship Team, with Estate Caretakers performing repairs where possible, and external contractors handling more complex issues. All play area work is currently up to date.

Tree Work

Savillis, our contracted tree inspection provider, has completed the annual tree surveys in late 2025. All urgent works and tasks due within three months have been carried out accordingly.

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

Health and Safety performance is currently at a high standard, with no reported issues in 2026. All inspections and maintenance tasks are up to date across all areas, and no further actions are required.

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

No further action is required; performance will be monitored.

Home Ownership

No.	Measure	Q1 2025	Q1 2026	Trend	Target	YE 2025
47	Change of Ownership Number of Instructions	7	16		Report	24
48	Change of Ownership Number of completions	6	4		Report	17
49	Change of Ownership Number in progress	14	32		Report	26
50	Change of Ownership Number withdrawn	0	0		Report	0
51	Change of Ownership Average timescale for dealing with solicitor pack requests (service standard is 5 working days)	2	7		5 working days	2
52	Change of Ownership Average timescale for completion of the process	New 2026	New 2026		Report	New 2026
53	Transfer of Equity Number of Instructions	7	1		Report	20
54	Transfer of Equity Number of completions	0	0		Report	4
55	Transfer of Equity Number in progress	1	2		Report	0
56	Transfer of Equity Number withdrawn	0	0		Report	0
57-68	Enfranchisements Lease Extensions Staircasing	n/a	n/a		Report	n/a

Performance measures, trends and targets

KPI47-KPI68 help measure the Home Ownership work that the Estates & Stewardship team is responsible for. These KPIs are reported for Lightmoor Village, although the team delivers this work across all communities.

The target for measured KPIs is 100%.

Performance commentary:

Change of Ownership

New instructions for solicitor packs increased in Q1 2026, with 16 compared to 7 in Q1 2025. Completions are still taking time to come through, with 4 completed during Q1.

Transfer of Equity

Transfer of equity is when part or all of the freehold of a property is passed to another party, for example in cases such as marriage or divorce. This was introduced as a new KPI in 2024.

There was 1 instruction, 0 completions and 0 withdrawals during Q1 2026, with 2 cases currently in progress. This is lower than Q1 2025, which saw 7 instructions.

Enfranchisements lease extensions and staircasing

Enfranchisements, lease extensions and staircasing have been added as KPIs for the Estates & Stewardship team. However, these do not currently apply to Lightmoor Village, as leasehold properties still have many years remaining on their leases.

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

Performance for estate management is good overall. The time taken for solicitor pack requests increased due to the Birmingham team taking on Telford work during January and February. This is expected to reduce in Q2.

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

No further action is required at this stage. Performance will continue to be monitored, particularly in relation to timescales.

Dissatisfaction, complaints and compliments

No.	Measure	Q1 2025	Q1 2026	Trend	Target	YE 2025
69	Number of expressions of dissatisfaction received (month)	2	1	😊	Report	3
70	Number of formal complaints received (month)	0	0	😊	Report	2
71	% of formal complaints responded to within target time (month)	n/a	n/a	😊	100%	100%
72	Number of compliments received (month)	0	2	😊	Report	5

Performance measures, trends and targets

KPI69–KPI72 monitor how the Estates & Stewardship Team manages 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. Response times should always be 100%.

Performance Commentary

In Q1 2026, one expression of dissatisfaction was received relating to a shopping trolley being left in a courtyard. This issue was promptly addressed and resolved by the estate caretakers.

No formal complaints were recorded during Q1.

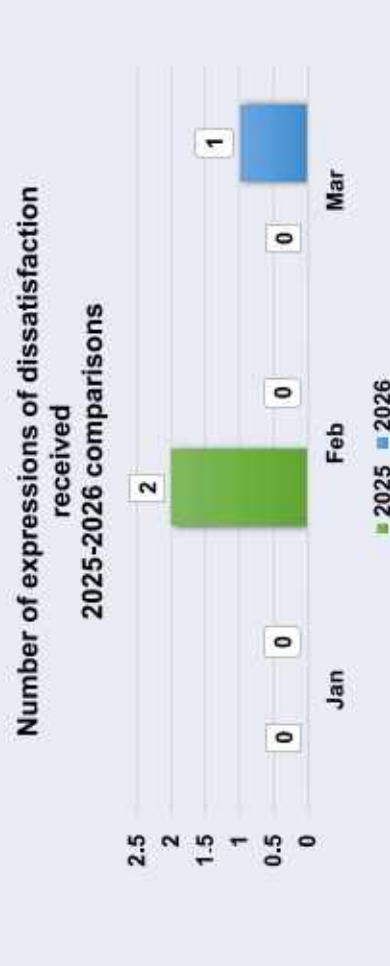
Two instances of positive feedback were received. One related to the efficiency of the change of ownership process, and the other praised the Easter trail event.

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

The team continues to perform well in addressing issues and complaints in a timely manner. Additionally, there has been an improvement in the recording of compliments received.

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

Performance will continue to be closely monitored. Steps are being taken to further encourage the consistent recording of compliments, with team members reminded of the importance of capturing and reporting positive feedback.



Number of expressions of dissatisfaction received Q1



Number of formal complaints received Q1



Number of formal complaints received Q1



Community Development & Partnerships

No.	Measure	Q1 2025	Q1 2026	Trend	Target	YE 2025
73	Number of community volunteers in our community places (in month)	15	62	😊	Report	26
74	Number of voluntary hours in community places (in month)	83	614.50	😊	Report	38
75	Number of BVT involved residents (in month)	10	14	😊	Report	15
76	Number of organisations using community places (in month)	23	81	😊	Report	27
77	Total occupancy rates for BVT community places % (in month)	30.4%	58%	😊	Report	31%
78	Number of young people engaged in youth activities (in month)	237	596	😊	Report	253
79	Number of older adults taking part in social activities across neighbourhoods (in month)	34	70	😊	Report	40
80	Number of residents/ service users involved in formal/ informal consultation groups (in month)	8	1092	😊	Report	221
81	Number of community groups or organisations supported (in month)	11	38	😊	Report	12
82	Number of partnerships maintained (in month)	22	75	😊	Report	28
83	Number of BVT hosted community involvement community events & activities taken place (in month)	2	12	😊	Report	4
84	Number of external community partnership events & activities that BVT have attended or supported (in month)	3	0	😊	Report	2
85	£ social value generated through community development activities (in month)	£112,714	£102,521	😊	Report	£112,714

Performance commentary:

Overview of indicators:

KPI73-KPI85 relate to community development, involvement and partnerships work that takes place in Lightmoor Village.

Community volunteers and voluntary hours:

In Q1, community volunteers contributed a total of 614.5 hours from 62 volunteers.

The increase in March reflects spring activities, including the Great British Spring Clean, highlighting strong and growing community engagement.

Oak Tree Centre Footfall: The previous footfall measure has been replaced with a more meaningful occupancy rate, offering a clearer picture of the facilities use.

Performance is improving, but there is a dip during school holidays due to the preference of term time bookings. Income has increased well from 2024 onwards, with no increase to hire costs.

**Oak Tree Centre Income £
2024-2026 Q1 Comparisons**



Young people engaged in youth activities

This reflects the work of Shropshire Youth Association and the football Fridays. This has increased since 2025.

Older people taking part in social activities

This is collected by Bournville House and tracks the number of older individuals participating in social activities, supporting better engagement and planning.

Revised partnership indicator:

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

Event-based indicators:

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

Social value indicator:

In Lightmoor Village: Using the HACT social value calculator, the social value for Q1 2026 is £102,521 for the youth provision from April 2025-March 2026. This measures being a member of a social group, volunteering and taking part in a youth group.

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

While overall performance is good with community development and partnerships, it is being delivered within the limited capacity of the E&S Manager.

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

Efforts to improve occupancy at the Oak Tree Centre are ongoing. Marketing is focused on boosting daytime bookings, as evenings and weekends remain the most in-demand times.

Contents

Grounds Maintenance Performance Summary

- Telford
- Quality
- Customer Satisfaction
- Health & Safety
- Training

Grounds Maintenance Performance Summary

The performance indicators for Grounds maintenance cover four main areas: Quality, Customer satisfaction, Health and Safety and Training.

1. Quality

Determines performance against the agreed specification and programme of works, including the outcomes of inspections and rectifications.

2. Customer Satisfaction

Evaluates the overall level of customer satisfaction with the service, the number of formal complaints at all stages and informal complaints and compliments.

3. Health and Safety

Measures the quantity of accidents, incidents and near misses including RIDDOR reportable accidents. Includes the percentage of mandatory health checks completed. This helps ensure H&S is being reported and dealt with appropriately and that health and safety checks and compliance are completed.

4. Training

Quantifies the percentage of up-to-date training in place and the types of job-related training undertaken.

Telford Grounds Maintenance - Quality

No.	Measure	Q1 2025	Q1 2026	Trend	Target	YE 2025
GM1	Programme of work complete against agreed specification for each neighbourhood	99.66%	99.42%		95%	100%
GM2	% of inspections complete against planned calendar	100%	1		100%	100%
GM3	Number of Quality Audits completed	8.5	5		5	3.3
GM4	Average score of Quality Audits	80.50%	87.88%		80%	99.86%
GM5	Number of rectifications needed against programme of work	0.34%	0.58%		5%	0%

Performance Commentary, including measures, trends and targets

KPI GM1 – Programme of work complete to agreed specification

This KPI measures the percentage of work completed according to the agreed specification within each neighbourhood. Currently, results are reported for Telford as a whole with further breakdowns planned separating Lightmoor Village from the other established areas in Telford.

Performance is expected to follow a steady upward trend each month, aiming to consistently exceed the 95% target.

For Q4 2025, performance exceeded expectations, with Telford achieving results of 100%. This strong start includes other across BVT communities. For example, in Lightmoor Village, additional efforts such as pathway edging, and additional hedge cutting have notably enhanced the area's overall appearance.

KPI GM2 – GM inspections complete

The inspections calendar is set collaboratively, involving the Estates & Stewardship Manager, the Grounds Maintenance (GM) Manager, and often includes GM operatives and Estate Officers.

Progress is demonstrated by achieving 100% of scheduled inspections at each quarterly review. In 2025, 100% of scheduled GM inspections were completed. These inspections also served as a platform for planning additional work, such as targeted spraying or further hedge cutting.

KPI GM3 – Number of quality audits completed

Quality audits are scheduled and carried out by the GM Manager and supervisors as part of their routine inspection of completed work.

The monthly targets are set as 5 for Telford. This has been consistent through the year until November and December when these fell due to absence and leave.

KPI GM4 – Quality audit scores

These audits assess the standard of completed work, using a quality audit tool to produce an average score.

The target quality score is set at 80%. This has been exceeded it Q4 and all year.

KPI GM5 – Rectifications

This KPI tracks the percentage of rectifications required in relation to completed work. The target is to maintain rectifications at below 5% each month.

The target was successfully met throughout 2025, with rectifications staying under 5%.

Overall Performance Summary

Across all quality-related KPIs, Q1 2026 showed good performance. Inspections and audit processes were effectively delivered, and where issues arose, proactive steps were taken to improve outcomes and maintain high standards.

Telford Grounds Maintenance-Customer Satisfaction

No.	Measure	Q1 2025	Q1 2026	Trend	Target	YE 2025
GM6	Percentage of residents satisfied with Grounds Maintenance in their neighbourhood. The question is scored: • Very Satisfied • Satisfied • Neither satisfied nor dissatisfied • Dissatisfied • Very Dissatisfied	New 2026	51%		60%	New 2026
GM7	Number of formal complaints.	1	0		1	2
GM8	Number of expressions of dissatisfaction	1	0		1	1
GM9	Number of compliments	8	8		1	11
GM10	Percentage of complaints dealt with in timescale.	100%	n/a		100%	100%

Performance Commentary, including measures, trends and targets

KPI GM6 – Satisfaction survey

This KPI measures the percentage satisfied with the Grounds Maintenance in their neighbourhood. Performance has been set with an 60% target. The GM partnership group are working alongside business improvement on this measure with the trial starting in Q4 2025.

KPI GM7 – Formal complaints

This KPI measures the formal complaints made to BVT regarding the GM service. One was recorded in this quarter where an operative accidentally cut a pear tree growing in a BVT hedgerow. When complaints happen the E&S managers will investigate and make decisions alongside the GM manager.

KPI GM8 – Expressions of dissatisfaction

This KPI measures the number of expressions of dissatisfaction made to BVT regarding the GM service. None have been recorded in this quarter. As with complaints, the E&S managers will investigate and make decisions alongside the GM manager.

KPI GM9 – Number of compliments

The number of compliments received by BVT are collected and shared with the team, there were 8 in Q1.

KPI GM10 – Complaints dealt with in timescale

Complaints are taken seriously by BVT and are dealt with in the appropriate timescale.

Overall Performance Summary

Across customer satisfaction KPIs, Q1 2026 performance was positive, with no complaints or recorded dissatisfaction and several compliments received.

The new surveys introduced in Q1 will provide a baseline for the first year, although response numbers remain low. Analysis of the feedback indicates that negative comments are generally linked to issues outside of Grounds Maintenance (GM), including concerns about asset standards such as poorly maintained roads and footpaths, or developer-related landscaping matters.

The Estates & Stewardship Manager for Lightmoor Village has completed inspections across all BVT Telford sites. While grass cutting and hedge maintenance were found to be of a good standard overall, concerns were identified regarding litter, weeds, and general detritus.

Maintaining clean and attractive neighbourhoods is important to ensuring residents feel proud to live in BVT communities, and to reflecting the standards BVT aims to deliver, as demonstrated in Lightmoor Village.

The local GM team has met with the site supervisor to discuss these issues and provide guidance on how small improvements in day-to-day working practices can make a significant difference to the overall appearance of estates.

Estates Caretakers will now undertake monthly inspections, carrying out work within their remit such as litter picking and reporting maintenance concerns.

This approach also includes "Estate Dates", where residents are invited to attend and engage directly with the local team regarding estate standards and improvement priorities.

Telford Grounds Maintenance- Health & Safety

No.	Measure	Q1 2025	Q1 2026	Trend	Target	YE 2025
GM11	Number of accidents reported in month (Telford)	1	1		1	2
GM12	Number of incidents reported in month	2	0		1	3
GM13	Number of near misses reported in month.	0	0		1	0
GM14	Number of RIDDOR reportable accidents in month	0	0		0	0
GM15	Percentage of mandatory health checks completed year.	n/a	100%		100%	100%
GM16	Risk Assessments and Method Statements are current and up to date, inc safety checks carried out	1	3		1	11.5

Performance Commentary, including measures, trends and targets

KPI GM11 – Number of accidents reported.

This KPI measures the number of accidents reported. There was 1 accident where an operative had a trip.

Performance has been set with a target of 1 or less a month.

KPI GM12 – Number of incidents reported

This KPI measures the incidents. There were 0 in Q1.

Performance has been set with a target of 1 or less a month.

KPI GM13 – Near misses

This KPI measures near misses. There were 0 in Q1.

Performance has been set with a target of 1 or less a month.

KPI GM14 – Number of RIDDOR reportable accidents

This KPI measures serious accidents that must be reported to the H&S executive.

There were 0 in Q1.

Performance has been set with a target of 0.

KPI GM15 – Percentage of mandatory health checks completed.

Health checks took place in September 2025 with all Telford operatives completed. None are outstanding.

KPI GM16 – Risk assessments and safety checks

Risk assessments and safety checks are regularly carried out, with 1 a month being set as an overall target each month. 3 checks have been carried out in Q1 meeting the target.

Overall Performance Summary

Across the health and safety related KPIs, Q1 2026 shows good performance.

Telford Grounds Maintenance - Training

No.	Measure	Q1 2025	Q1 2026	Trend	Target	YE 2025
GM17	Percentage of BVT corporate online training completed in whole team.	100%	100%		100%	100%
GM18	Number of competency job-related training course completed.	100%	100%		100%	100%

Performance Commentary, including measures, trends and targets

KPI GM17 - Percentage of BVT online training completed

This KPI measures the compliance with corporate training. 100% of all training has been completed for 2026.

KPI GM18 - Competency job related training

This KPI measures the number and types of job-related training taking place.

Updated training for spraying tickets and playground inspections took place in January/February 2026.

8. ESTATES & STEWARDSHIP REPORT Q1

 Discussion Item

 FH

 5 mins

REFERENCES

Only PDFs are attached

 08. LVEMC Estates and Stewardship Report Q1 2026.pdf

Lightmoor Village Estate Management Committee	
Date	19 th May 2026
Item 8	Estates & Stewardship Report
Author	Fleur Hemming
Contact Details	FleurHemming@bvt.org.uk 0121 667 1085



1. Purpose of Report

The purpose of this report is to provide the Committee with an update on the Estates and Stewardship Service in Lightmoor Village for Q1 2026 including;

- Estate Management
- Estate Caretakers Service

2. Recommendation/s

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

3. Link to Strategic Aims, Objectives, and Values

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

- Building Organisational and Financial Strength, Objective 6.
 - Deliver good governance
- Community Building, Objective 1 & 2;
 - Support and champion opportunities for local people to be involved in leading things that are important to their local community and deliver them
 - 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 outcomes and decisions that Committee has made on the day-to-day Estates and Stewardship Service.

The report meets the BVT Values of:

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

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

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

4. Financial Impact

This report links directly to the Lightmoor Village budget and overall spend of the Stewardship Charge.

5. Value for Money Impact

In managing the delivery Estates & Stewardship in Lightmoor Village, 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 Stewardship 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 Lightmoor Village. 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 Lightmoor Village Estates Management Committee (LVEMC) 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 its objectives.
- **Consumer Standards**
Tenant Involvement and Empowerment Standard – customer service and complaints, tenant rights and involvement

The principles of the Consumer Standards around treating service users with fairness and respect and engaging with service users are applied to LVEMC meetings.

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.

All such groups which are part of the Resident Involvement Framework are required to adopt the organisation's "Conduct Becoming" Code of Conduct which includes equality and diversity principles.

To achieve our objectives, we will:

- Seek ways to actively promote involvement to a diverse range of residents, particularly where we are aware of under-representation.
- Provide a range of alternative ways of getting involved for people who do not wish to be involved in the more formal structures.
- Provide equality and diversity training to resident representatives.
- Be sensitive to the needs of different groups and individuals when planning and organising events.

9. Customer Voice and Impact

The Lightmoor Village Estate Management Committee is a resident led committee. The elected residents are all members of the Lightmoor Village community, they listen to the wider resident group to bring the customer voice into all decisions made by the committee and share the decisions and discussions that take place.

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

10. Report

10.1 Estate Management

In January 2026, the Estates and Stewardship Team took over responsibility for compliance across the apartment blocks in Lightmoor Village and the BVT Telford estates, excluding Lawley. This includes weekly inspections, walk and talks and visits, as well as weekly compliance checks to maintain health and safety standards for fire alarms, emergency lighting, and water flushing.

A new permanent Estate Caretaker position was created, and Dylan, previously a temporary caretaker, was appointed to this role.

Richard has been seconded as Administrative Officer, creating a temporary vacancy that we are currently seeking to fill. Despite these staffing changes, the level of service in Lightmoor Village remains consistent.

Estate Caretakers

The Estate Caretakers, Aaron, Tom, and Dylan, provide frontline services to ensure that BVT areas are 'clean, green, and safe'. They maintain courtyards, manage repairs, and support the Oak Tree Centre and its customers.

Residents can view when their courtyards will be visited through the Estate Caretaker calendar on the Lightmoor Village website.

<https://bvtlightmoorvillage.org.uk/your-home/estate-caretaker-rota-2026>

The Estate Caretakers had a busy start to 2026 with the cold weather, ice and snow, filling up grit across the village and starting the new part of their across the BVT Telford communities.

Grounds Maintenance

The partnership between Grounds Maintenance and the Estates and Stewardship Team continues to strengthen the delivery of grounds maintenance services across Bournville Village Trust's communities in Birmingham and Telford.

The partnership model includes monthly meetings and work audits, which not only help to identify and resolve any issues quickly but also provide an opportunity to recognise and celebrate the excellent work taking place on the ground.

In 2026 further joint working is being planned to improve on working relationships.

Estate Checks

The Estate Officer for Lightmoor Village carries out regular weekly estate checks across different areas of the Village, following a four-week schedule. These checks are a key part of ensuring the community remains a safe, well-maintained, and welcoming place for all residents. 100% of Estate Checks were carried out in Q1, further information is included in the performance report.

Estate Checks include:

- Identifying repairs that need to be arranged or reported to developers.
- Inspecting courtyards and shared areas to ensure they are being properly maintained.
- Reviewing parks, open spaces, and lanes to confirm they are clean and safe for everyone to enjoy.
- Checking the condition and upkeep of apartment blocks.
- Speaking with residents about any significant breaches and working collaboratively to resolve issues.

You can find the full 2026 Estate Checks calendar on our website here:

<https://bvtlightmoorvillage.org.uk/your-home/estatechecks2026>

Estate Date, Walk and Talks, Welcome Walks

Estates Dates, Walk and Talks and Welcome Walks dates have been set for 2026. These events offer great opportunities for residents to meet the team, ask questions, and share feedback about their area.

They are added as events on Facebook and are on the event calendar on the website. <https://bvtlightmoorvillage.org.uk/events>

Projects

Throughout 2026, there will be a number of projects that the Estates and Stewardship Team are working on.

- **LVEMC Elections**

The LVEMC elections are currently underway, with the aim of successfully completing the process by July 2026.

Elections are held every other year with different positions up for election each time, this enables the committee to maintain an element of continuity whilst having the potential to refresh the membership on a regular basis.

- **Policy and Procedure Review**

As in 2025 the team have been working to review and update policies, procedures and processes.

All members of the team are involved in the reviews, when complete this will provide BVT and all our customers with clear, measurable, consistent and compliant service standards and delivery methods for all aspects of the work that we do.

- **Block Cleaning and Window Cleaning Contract**

Starting this year, BVT will begin two new contracts for block cleaning and window cleaning at our Birmingham and Telford apartment blocks.

Once BVT has a confirmed list of suppliers who have submitted bids, a selection panel, which will include several residents, will evaluate the quality-based questions as part of the overall assessment process and choose the new suppliers.

- **Drainage Contract**

The team will take over the drainage contract with Wrekin Drains later this year.

Ensuring that the sustainable urban drainage system is well maintained, and that the grounds maintenance team engage with them.

- **Estates and Stewardship Contract Tenders**

All three of the E&S Managers are working together on the procurement of service contracts including;

- tree management
- drains
- general repairs
- street lighting.

- **GIS Mapping Project**

A project to replace, GeoSamba, our current mapping provider is currently underway.

This is being led by Tracey, with all members of each team involved, in ensuring the data is accurate for all areas.

Working with developers

- **Barratt David Wilson (BDW) - Castle Gardens**

The Grounds Maintenance and Estates Caretaking teams are responsible for managing and maintaining nearly all of the communal areas on the Castle Gardens development, legal handover is progressing.

- **Morro Partnerships- The Croppings 2 and The Woodlands**

The Estates and Stewardship Manager attends a monthly meeting with Morro to discuss current works, any issues and communication with residents.

There are still outstanding issues with The Croppings and the extension to Woodlands Park, alongside Rebecca Stevens we continue to work with Morro to ensure this is put right before BVT take handover of the communal and shared areas.

Phase 3 is currently progressing with team delivering welcome packs to new residents.

Working with other housing partners

Working with our housing partners is part of our everyday work. We regularly meet with Wrekin Housing Group, Green Square Accord, and Homes Plus Group to share knowledge, discuss challenges, and work together on improving housing services.

Sharing knowledge helps us with best practice and finding new solutions to improve services. It also means we can tackle challenges together, ensuring quick and effective action.

9. FINANCE REPORT Q1 2026

 Discussion Item

 FH

 5 mins

REFERENCES

Only PDFs are attached

 09. Q1 LVEMC Financial Report.pdf

 09a. LVEMC Financial Report Q1 2026.pdf

Lightmoor Village Estate Management Committee	
Date	19 th May 2026
Item 09, 9a	Quarterly Financial Report Quarter 1 2026
Author	Fleur Hemming Estates and Stewardship Manager
Contact Details	fleurhemming@bvt.org.uk



1. Purpose of Report

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

2. Recommendation/s

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

3. Link to Strategic Aims, Objectives and Values

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 reflecting the financial 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 thing.
- Innovation- we look for new and better ways of doing things.

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

- Ensure that the BVT team listens to resident's views and acts on them.

- Consult with resident members on the activity of the team.
- Ensure value for money performance is monitored.

4. Financial Impact

This report is directly linked to the Lightmoor Village budget and the overall expenditure of the Stewardship Charge. It provides a comprehensive breakdown of how funds are allocated and spent across various service areas within the village. This includes maintenance, community engagement activities, and improvements to infrastructure, among other priorities. By linking the report to the budget, it ensures clarity on how financial resources are being managed and utilised to meet the needs of all residents, regardless of tenure.

The report also highlights the role of the Stewardship Charge in funding these services and initiatives, showing how the charges contribute to the ongoing upkeep and enhancement of the community. This approach enables residents to monitor spending, ensuring that the budget is being used efficiently and in accordance with both community expectations and regulatory standards.

5. Value for Money Impact

Poor financial performance could impact our ability to achieve the objectives set out in the business plan and may affect the overall financial viability of the organisation.

To mitigate this risk, the costs associated with delivering the Estates and Stewardship service are carefully monitored. These costs have undergone a thorough review to ensure they are fair, reasonable, and in line with current market standards. Additionally, there has been a thorough review of the Grounds Maintenance service, ensuring that the service is delivered with value for money (VFM) and cost-effectiveness. This approach helps to maintain financial stability while continuing to provide high-quality services to residents.

6. Risk and Assurance Impact

The main risk to the budget is any significant change in the current economic climate, where charges for services, such as utilities and grounds maintenance exceed estimated costs. This is closely monitored.

7. Compliance with Relevant Legislation and Regulation

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Each Committee report for the Lightmoor Village Estates Management Committee (LVEMC) 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**

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- **Consumer Standards**

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 Lightmoor Village Estate Management Committee (LVEMC) is made up of a majority of elected residents who represent the wider community, ensuring that the voice of the residents is heard in all decisions made by the committee.

The committee structure was established in response to residents wanting greater control over how the Stewardship Charge is spent within the community. The LVEMC plays a key role in the governance of BVT in ensuring that the residents' perspectives are reflected in the management and delivery of the estate and stewardship services.

10. **Report**

This report relates to the Lightmoor Village financial report for the Q1 of 2026. (see item 9a)

Income

Income is broadly in line with the budget expectation.

Operational Expenditure

Overall operational expenditure is broadly in line with the budget expectation.

Oak Tree Centre

Hire of community rooms is ahead of budget.

Squatters Cottage

Expenditure is broadly in line with the budget expectation

Lightmoor Village Estate Management Committee Report



Outturn Forecast 2026	Budget 2026	Lightmoor Estates Management	Budget Jan - March 2026	Actual & Committed Jan - March 2026	Notes
Community Charge Income					
441,314	441,314	Community Charges	340,160	340,667	
57,256	57,256	Commercial Property Surplus	12,416	31,878	
6,000	6,000	Grants & Funding	0	12,415	
46,000	46,000	Wear & Tear Drawdown	0	0	
550,570	550,570	Total Income	352,576	384,960	
Expenditure					
(716,385)	(716,385)	Operational Expenditure	(168,863)	(179,418)	
(143,716)	(143,716)	Transfer to Wear and Tear Fund	0	0	
(860,101)	(860,101)	Total Expenditure	(168,863)	(179,418)	
(309,532)	(309,532)	Potential Underspend / Overspend	183,713	205,542	
LIGHTMOOR ESTATES OPERATIONAL BUDGET					
Estate Management					
(154,895)	(154,895)	Staffing Costs	(35,100)	(34,998)	
(500)	(500)	Travel	(85)	(111)	
(734)	(734)	Telephone - Mobile	(183)	(113)	
(10,000)	(10,000)	Communications	(500)	(531)	
(2,200)	(2,200)	Legal & Professional Fees	0	0	
(5,161)	(5,161)	Insurance	(1,290)	(1,290)	
(229,757)	(229,757)	Parks & Landscaping	(57,438)	(57,438)	
(16,695)	(16,695)	Tree Surveys & Works	(1,500)	(1,537)	
(18,156)	(18,156)	Communal Lighting (Inc Courtyards)	(2,000)	(1,792)	
(14,500)	(14,500)	General Repairs (Inc Courtyards, Play Areas and Parks)	(1,000)	(719)	
(18,000)	(18,000)	Winter Gritting (Inc Courtyards)	(14,000)	(13,216)	
(4,000)	(4,000)	IRS Repair & Upgrade	(1,023)	(343)	
(46,000)	(46,000)	Wear & Tear Expenditure	0	0	
(520,599)	(520,599)	Total Estate Management Costs	(114,119)	(112,088)	
Estate Caretaking					
(79,863)	(79,863)	Caretaker - Staffing Costs	(17,913)	(11,504)	
(4,700)	(4,700)	Caretaker - Travel / Vehicle / Waste Disposal Costs	(1,791)	(2,308)	
(734)	(734)	Caretaker - Mobile Phones	(183)	(113)	
(730)	(730)	Caretaker - Clothing & PPE	(185)	(4)	
(1,043)	(1,043)	Caretaker - Tools & Equipment	(174)	(86)	
(87,071)	(87,071)	Total Estate Caretaking Costs	(20,246)	(14,015)	
Community Development					
(6,000)	(6,000)	Community Development & Involvement Activities	0	0	
(6,000)	(6,000)	Grant Expenditure	0	(10,932)	
(150)	(150)	Support for Residents Group/Association	0	0	
(2,500)	(2,500)	Support for Youth Groups	0	400	
(14,650)	(14,650)	Total Community Development Costs	0	(10,532)	
Office Running Costs					
(3,653)	(3,653)	Apportionment of CTH Office Costs	(912)	(912)	
(3,653)	(3,653)	Total Office Running Costs	(912)	(912)	

		OAK TREE CENTRE			
		<u>Turnover</u>			
24,000	24,000	Hire of Community Rooms	6,000	7,420	
3,581	3,581	Office Rent	894	912	
27,581	27,581	Total Turnover	6,894	8,332	
		<u>Expenditure</u>			
(2,040)	(2,040)	Cleaning / Sanitary Materials	(510)	(1,289)	
(500)	(500)	Day to Day Maintenance	0	0	
(17,531)	(17,531)	Salaries	(3,933)	(2,525)	
(40,000)	(40,000)	Service Charge payable to Telford & Wrekin	0	(1,819)	
(500)	(500)	Planned & Cyclical	0	0	
(250)	(250)	Equipment Renewal	0	0	
(60,821)	(60,821)	Total Expenditure Costs	(4,443)	(5,633)	
(33,240)	(33,240)	Surplus / (Deficit) Oak Tree Centre	2,451	2,699	
		SQUATTERS COTTAGE			
		<u>Turnover</u>			
3,000	3,000	Hire of Community Rooms	500	0	
3,000	3,000	Total Turnover	500	0	
		<u>Expenditure</u>			
(5,115)	(5,115)	Utilities	(1,279)	(1,501)	
(5,115)	(5,115)	Total Expenditure Costs	(1,279)	(1,501)	
(2,115)	(2,115)	Surplus / (Deficit) Squatters Cottage	(779)	(1,501)	
(55,057)	(55,057)	Administration Charge	(35,258)	(38,496)	
(716,385)	(716,385)	Total Operational Expenditure	(168,863)	(174,845)	
		WEAR AND TEAR FUND			
		<u>Income</u>			
1,278,651	1,278,651	Opening Balance	0	1,278,651	
0	0	Interest	0	0	
143,716	143,716	Transfer from Community Charge	0	0	
1,422,367	1,422,367	Total Income	0	1,278,651	
		<u>Expenditure</u>			
0	0	Project Fees	0	0	
0	0	Capital Expenditure	0	0	
0	0	Total Capital Expenditure	0	0	
1,422,367	1,422,367	Closing Balance	0	1,278,651	

10. COMMUNITY DEVELOPMENT, INVOLVEMENT & PARTNERSHIPS REPORT

 Discussion Item

 FH

 5 mins

REFERENCES

Only PDFs are attached

-  10. LVEMC Community Development & Partnerships Report Q1 2026 (2).pdf
-  10a. Get Involved Calendar 2026.pdf
-  10b. Get Involved posters 2026.pdf
-  10c. Love Parks Week.pdf

Lightmoor Village Estate Management Committee	
Date	19 th May 2026
Item 10	Community Development & Partnerships Report
Author	Fleur Hemming
Contact Details	fleurhemming@bvt.org.uk 0121 667 1085



1. Purpose of Report

The purpose of this report is to provide the Committee with an update on the Community Development and Partnerships working in Lightmoor Village for Q1 2026.

2. Recommendation/s

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

3. Link to Strategic Aims, Objectives, and Values

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

Building Organisational and Financial Strength, Objective 6.

- Deliver good governance

Community Building, Objective 1 & 2;

- Support and champion opportunities for local people to be involved in leading things that are important to their local community and deliver them
- 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 through the community development and partnership work.

The report meets the BVT Values of:

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

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

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

4. Financial Impact

This report links directly to the Lightmoor Village budget and overall spend of the Stewardship Charge.

5. Value for Money Impact

In managing the delivery Estates & Stewardship in Lightmoor Village, 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 Stewardship 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 Lightmoor Village. 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 Lightmoor Village Estates Management Committee (LVEMC) 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 its 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

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

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.

All such groups which are part of the Resident Involvement Framework are required to adopt the organisation's "Conduct Becoming" Code of Conduct which includes equality and diversity principles.

To achieve our objectives, we will:

- Seek ways to actively promote involvement to a diverse range of residents, particularly where we are aware of under-representation.
- Provide a range of alternative ways of getting involved for people who do not wish to be involved in the more formal structures.
- Provide equality and diversity training to resident representatives.
- Be sensitive to the needs of different groups and individuals when planning and organising events.

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 Lightmoor Village website to allow residents to easily access the website translated into numerous languages and with many accessibility features.

9. Customer Voice and Impact

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

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

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

10. Report

In Lightmoor Village the Estates and Stewardship Manager is responsible for the Community Development and Partnerships role. However, the entire Lightmoor Village Estates & Stewardship team is actively involved in this aspect of the work.

10.1 Partnership Working

In 2025, the emphasis was on creating and developing partnerships with stakeholders, local organisations, and residents to benefit Lightmoor Village. In 2026, we will build on

this work to further strengthen these relationships, ensuring the village remains a thriving community with a high standard of living for all residents.

Some of the partnerships in Q1 2026 have included;

- Lightmoor Village Youth Group with Shropshire Youth Association.
- Friday Youth sports with AFC Telford United & Cllrs Mehta & Preece.
- West Mercia Safer Neighbourhood Police Team.
- Citizens Advice Sessions
- Lightmoor Village Delivery Group
- Learn Telford
- Lightmoor Village Primary School
- ABC Nursery
- Parish Councils: Gorge, Dawley Hamlets, Lawley & Overdale
- Shropshire Wildlife Trust
- Smallwoods
- Jessups/Morro
- Barratts David Wilson
- Crest Nicholson
- Keepmoat
- Taylor Wimpey
- Shropshire Girl Guiding
- NHS
- Telford & Wrekin Council
- Health Champions
- Lawley Line Dancing
- TW Health Improvement Team
- Telford Mind
- TW Community Participation Team
- Londis
- Lightmoor Italian
- T&W ASB Team
- Shropshire Electrical
- Slimming World
- Willow Path Wellness counselling
- Energize STW
- AFC Telford United Foundation
- T&WC Family Hubs
- Victory Life Church
- MaddFitness
- Temple Marial Arts
- Top Hats Stage School
- Little Kickers
- Kombat Kids
- Shropshire Optical Committee
- Staffordshire first aid

Lightmoor Village Primary School

We continue to maintain a strong working relationship with the school. The caretaking teams work closely as needed, and we hold regular meetings with the headteacher, business manager, and office staff to ensure smooth and efficient teamwork.

West Mercia Police

We maintain regular contact with the Dawley and Malinslee Safer Neighbourhood Police Team, meeting frequently to report concerns, share information, and proactively address live issues such as anti-social behaviour, drug-related activity, and illegal vehicles.

The team also supports the local community by attending events and engaging with residents directly. They visit the office regularly to share information and do ad-hoc police surgeries particularly if an issue has arisen.

Surgeries have moved inside the Oak Tree Centre for the winter months to encourage participation from residents, these continue into 2026 with surgeries taking place on April 23rd, May 21st and June 18th from 4.30pm-5.30pm.



Get involved activities

There are a years' worth of 'Get Involved' activities including Walk & Talks, Estate Date, Welcome Walks, Community Crew and the Green Group for 2026. See appendix 10a,10b..

Oak Tree Centre

The LemonBooking site is being well used, and customers are being directed to the site to make any bookings. As part of the comms plan we recently used Facebook advertising to promote the rooms for hire, what's on for our centre users, and obtain new bookings for daytime use.

Parish Council

From May 2027 Lightmoor Village will be fully part of the Dawley Hamlets Parish Council (DHPC) The Estates & Stewardship manager is meeting with the clerk for DHPC to build relationships and encourage engagement in Lightmoor Village.

Dates for your diary

- Veterans Family Day at Squatters Cottage, Saturday 11th July 2026 10-2pm
- Love Parks Week Saturday 1st August 2026 (Appendix 10c)
- Celebrating Lightmoor Village, Saturday 26th September 2026 11-2pm
- Lightmoor Village Christmas Friday 4th December 2026 5pm-7.30pm

Get Involved Calendar

2026 Lightmoor Village

January 2026	February 2026	March 2026	April 2026	May 2026	June 2026
M T W T F S S	M T W T F S S	M T W T F S S	M T W T F S S	M T W T F S S	M T W T F S S
1 2 3 4	1	1	1 2 3 4 5	1 2 3	1 2 3 4 5 6 7
5 6 7 8 9 10 11	2 3 4 5 6 7 8	2 3 4 5 6 7 8	6 7 8 9 10 11 12	4 5 6 7 8 9 10	8 9 10 11 12 13 4
12 13 14 15 16 17 18	9 10 11 12 13 14 15	9 10 11 12 13 14 15	13 14 15 16 17 18 19	11 12 13 14 15 16 17	15 16 17 18 19 20 21
19 20 21 22 23 24 25	16 17 18 19 20 21 22	16 17 18 19 20 21 22	20 21 22 23 24 25 26	18 19 20 21 22 23 24	22 23 24 25 26 27 28
26 27 28 29 30 31	23 24 25 26 27 28	23 24 25 26 27 28 29	27 28 29 30	25 26 27 28 29 30 31	29 30
	30 31				
July 2026	August 2026	September 2026	October 2026	November 2026	December 2026
M T W T F S S	M T W T F S S	M T W T F S S	M T W T F S S	M T W T F S S	M T W T F S S
1 2 3 4 5	1 2	31 1 2 3 4 5 6	1 2 3 4	1	30 1 2 3 4 5 6
6 7 8 9 10 11 12	3 4 5 6 7 8 9	7 8 9 10 11 12 13	5 6 7 8 9 10 11	2 3 4 5 6 7 8	7 8 9 10 11 12 13
13 14 15 16 17 18 19	10 11 12 13 14 15 16	14 15 16 17 18 19 20	12 13 14 15 16 17 18	9 10 11 12 13 14 15	14 15 16 17 18 19 20
20 21 22 23 24 25 26	17 18 19 20 21 22 23	21 22 23 24 25 26 27	19 20 21 22 23 24 25	16 17 18 19 20 21 22	21 22 23 24 25 26 27
27 28 29 30 31	24 25 26 27 28 29 30	28 29 30	26 27 28 29 30 31	23 24 25 26 27 28 29	28 29 30 31

Event	Times/Meeting Point	Date/ Location	Event	Times/Meeting Point	Date/ Location
Walk and Talk Attended by BVT Officers and Lightmoor Village Estate Management Committee members. A visit to different phases of Lightmoor Village where residents are welcome to join to talk about any concerns, ideas or questions about the area in which they live, including customer audits of the grounds maintenance.	Tuesdays on the 2 nd week of each month March–October 5pm–6pm. Meeting in the Village Centre and walking to the phase.	10 th March Croppings 14 th April Castle Gardens 12 th May Village Centre 9 th June The Paddocks 14 th July Stocking Park 11 th August Croppings 2 8 th September Round House Park 13 th October Woodlands	Discover Lightmoor Village Welcome Walk Join the E&S Team on a welcome walk around Lightmoor Village showing all the lanes, parks, woodlands, and open spaces that are part of living in Lightmoor Village. Aimed at new residents to Lightmoor Village however all residents are welcome to join. This walk is around 1.5 miles long over different terrain, suitable footwear must be worn. Please email events@bvt.org.uk if you would like to attend.	Once per quarter, meeting in the Village Centre. Saturdays 10am–11.30am, Thursdays 5pm–6.30pm.	7 th March (Saturday) 11 th June (Thursday) 10 th September (Thursday) 7 th November (Saturday)
Estate Date Attended by 2 members of the Lightmoor Village Estates & Stewardship Team. The E&S Team are onsite in different phases of Lightmoor Village to listen and talk to residents about any concerns, ideas, or questions about the area in which they live, including grounds maintenance.	Thursdays 4 th week of each month. March–October 1pm–2pm. Different phases of Lightmoor Village.	26 th March Round House Park 23 rd April Woodlands 28 th May Stocking Park 25 th June Croppings 23 rd July Village Centre 27 th August The Paddocks 24 th September Croppings 22 nd October Castle Gardens	Green Gang Join a like-minded group of people who love all things nature! Look at green projects taking place across the village, including the grounds maintenance, additional planting, becoming litter heroes, community gardening & the incredible edible projects.	3 rd Wednesday of every other month at the Oak Tree Centre. 5pm–6.30pm	25 th February 15 th April 17 th June 19 th August 21 st October
Estate Date Attended by a member of the Lightmoor Village Estates & Stewardship Team. The E&S Team are at the Oak Tree Centre to listen and talk to residents about any concerns, ideas, or questions about living in Lightmoor Village.	1 st Saturday, every other month. 11am–12pm at the Oak Tree Centre.	7 th February 4 th April 6 th June 1 st August 3 rd October 5 th December	Lightmoor Village Community Crew Interested in planning events & activities for our community? Come along and join the crew!	3 rd Wednesday of every other month at the Oak Tree Centre. 5pm–6.30pm	18 th March 20 th May 15 th July 16 th September 18 th November
Lighting Inspection Lightmoor Village Estates & Stewardship Team inspection all lighting across the Village, including lights owned by the developers, and report for repair.	Twice a year during dark months. Leaving the Oak Tree Centre at 5pm.	12 th February 8 th October	Events & Activities BVT events and activities that take places for residents to attend.	Pancake Races Easter Trail The Great Spring Clean	Tuesday 10 th Feb 3–4pm Tuesday 31 st March 10:30–12pm Saturday 25 th April 10:30–12:30pm

				Veterans Family Day	Saturday 11 th July 10-12
				26 th July-4 th August Love Parks Week, 1 st August celebration event.	Saturday 1 st August, Croppings Park
				Celebrating Lightmoor Village	Saturday 26 th September 11-2
				Christmas in Lightmoor Village	Friday 4 th December 5pm-7.30pm

BVT Lightmoor Village

Get Involved!



Date & time: 3rd Wednesday, every other month,
5pm–6.30pm



Location: Oak Tree Community Centre



Suitable for: Adults & young people

Green Gang

**Do you want to get involved in your Village?
Interested in all things green?**

Why not join our Green Gang, learn about the Village with walks and visits to our green and open spaces, and help plan the new community and memory gardens.



Interested?

Let us know if you would like to attend. Email events@bvt.org.uk

**25th February
15th April
17th June
19th August
21st October**



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0330 333 6540



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BVT Lightmoor Village

Get Involved!



Date & time: 2nd Wednesday of the month
5pm-6pm



Location: Meet at the Oak Tree Community Centre



Suitable for: All



Bournville
Village Trust

Walk & Talks

Do you want to Get Involved in your Village?

This is a fantastic opportunity for residents to share their thoughts, concerns, and ideas about the area they live in, and to get involved in shaping their community.

Each visit will focus on a different phase of the Village, allowing residents to discuss specific issues and suggestions related to their own neighbourhood.

Interested?

Let us know if you would like to attend. Email events@bvt.org.uk



1st Wednesday of the month, March-October

10th March Croppings
14th April Castle Gardens
12th May Village Centre
9th June The Paddocks
14th July Stocking Park
11th August Croppings 2
8th September
Round House Park
13th October Woodlands



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BVT Lightmoor Village

Get Involved!



Date & time: 4th Thursday of the month
1pm-2pm



Location: in different areas of the Village



Suitable for: All



Bournville
Village Trust

Estate Dates

Do you want to Get Involved in your Village?

Join members of the Estates and Stewardship team as they visit different areas of the village.

You can discuss any concerns, queries or ideas you have about the area you live in, including grounds maintenance.

Interested?

Let us know if you would like to attend. Email events@bvt.org.uk



4th Thursday of the month, March-October

26th March Round House Park
23rd April Woodlands
28th May Stocking Park
25th June Croppings 2
23rd July Village Centre
27th August The Paddocks
24th September Croppings
22nd October Castle Gardens



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BVT Lightmoor Village

Get Involved!



Date & time: 1st Saturday, every other month
11am-12pm



Location: Oak Tree Community Centre



Suitable for: All



Bournville
Village Trust

Estate Dates

Do you want to Get Involved in your Village?

Join members of the Estates and Stewardship team at the Oak Tree Community Centre.

You can discuss any concerns, queries or ideas you have about the area you live in, including grounds maintenance.



Interested?

Let us know if you would like to attend. Email events@bvt.org.uk

7th February
4th April
6th June
1st August
3rd October
5th December



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/BVTLightmoorVillage

BVT Lightmoor Village

Get Involved!



Date & time: Once every quarter of the year



Location: Meet in the Village Centre



Suitable for: All

Discover Lightmoor Village Welcome Walk

Join the E&S Team on a welcome walk around Lightmoor Village

Showing the lanes, parks, woodlands, and open spaces that are part of living in Lightmoor Village.

Aimed at new residents to Lightmoor Village however all residents are welcome to join.

This walk is around 1.5 miles long over different terrain, suitable footwear must be worn.

Interested?

Let us know if you would like to attend. Email events@bvt.org.uk



Saturday 7th March
10am-11.30am

Thursday 11th June
5pm-6.30pm

Thursday 10th September
5pm-6.30pm

Saturday 7th November
10am-11:30am



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BVT Lightmoor Village

Events & Activities



Date & Time: Saturday 1st August, 10am–3pm



Location: Meet in the Village Centre



Suitable for: All

Celebrate Love Parks Week: Trails, Tails & Picnic Fun

We're lucky to have so many beautiful parks in Lightmoor Village, join us this Love Parks Week to celebrate them!

10am–12pm | Parks Trail

Take on all or part of our new 5K trail and explore local green spaces. Meet in Village Square.

12pm–1pm | Family Picnic

Bring a picnic and enjoy the scenery at Croppings Park.

1pm–3pm | Fun Dog Show

Show off your four-legged friend in our first ever dog show! Croppings Park

Everyone welcome, come and celebrate our parks!



LOVE PARKS



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/BVTLightmoorVillage

BVT Lightmoor Village

Events & Activities



Date & Time: Saturday 1st August, 1pm–3pm



Location: Croppings Park



Suitable for: All

Lightmoor Village Fun Dog Show

Join us for the first Lightmoor Village Fun Dog Show!

Categories

- Best Puppy (under 12 months)
- Best Veteran (7+ years)
- Friendliest Dog
- Best Owner–Dog Lookalike
- Waggiest Tail
- Best Rescue
- Best in Show (selected from category winners)



Details

- Register on the day
- Maximum ten dogs per category
- Certificates awarded to the top three
- Prizes for all category winners

Come along and celebrate our four-legged friends!


**LOVE
PARKS**



www.bvtlightmoorvillage.org.uk



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11. COMMS REPORT

 Discussion Item

 DC

 5 mins

REFERENCES

Only PDFs are attached

 11. Q1 PR Communications report LVEMC.pdf

Lightmoor Village Estate Management Committee	
Date	19 th May 2026
Item 11	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 Q1 of 2026.

2. Recommendation

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

3. Link to Strategic Aims, Objectives and Values

The delivery of PR & Communication activities contributes towards the BVT corporate aims of:

- Inspiring learning and sharing
- Building organisational strength

And reflects values of partnership, fairness, quality, integrity and innovation.

The PR & Communication report is focused on reporting against the aims set out in our Marketing & Public Relations Strategy (Telford), which complements the main BVT Marketing & Public Relations Strategy for BVT. The report is broken down into four main strategy aims, as detailed below.

4. Our Digital Communications Offer (see Appendix A)

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

During Q1, the Customer Communications Officer (CCO) developed new website pages to support the 2026 committee elections, published the 2026 estate caretaker and estate inspections calendars and launched an updated events calendar. The first website audit of the year was due to take place but due to resources within the Estates & Stewardship team, they were unable to review, and this will be completed during Q2. The CCO reviewed all corporate pages to make sure information was correct and all links were working.

4.1 Website

Wrote and published 31 news stories and events. Alongside sharing content via social media, the website has been regularly updated with information on services, activities, and events—including estate dates and resident drop-in sessions — making sure residents who do not use social media can still stay informed about developments within the village and the wider local area.

4.2 Social media platforms

As part of ongoing communications activity, the Customer Communications Officer (CCO) continues to manage the BVT Lightmoor Village Facebook and X (formerly Twitter) accounts, and the the Oak Tree Community Centre and Bournville Bistro (although the bistro is currently closed) social media pages.

Posting on social media continues to play an important role in raising awareness among customers about the wide range of services delivered by BVT as well as the great things happening in Lightmoor Village and the things that make it a great place to live. Content covered estates and stewardship activity, partnership working, and promotion of local community events - helping to keep residents informed and engaged.

In addition, nine videos were created, recorded, and shared during the quarter. These focused on key topics such as winter weather updates, the stewardship charge drop-in, communications forum and the work of our ground's maintenance and estate caretaker teams. Video content continues to be an effective way of engaging audiences and increasing reach across social platforms.

In the first quarter, updates were shared about the roadworks on Lightmoor Way. Some roads were closed during this time, which caused concern for some residents. However, others said they understood the need for the work and felt that a bit of short-term disruption was worth it for the long-term benefits.

- **172 updates/events on Facebook/X.** These posts helped to raise awareness amongst customers of the services BVT provides, ranging from estates & stewardship activities and partnership work to community events.
- **Recorded/created/shared nine videos.** Topics included the community charge drop-in session, winter weather update, reflecting on 2025 and estate officer roles.
- **Created and published an advert on Facebook for the Oak Tree Community Centre.** Advertising on Facebook is a cost-effective way of raising the profile with a wider audience. The advert showcased the facilities available at the centre and hiring opportunities. £20 was spent over ten days, achieving over 5,000 views. This resulted in more enquiries for parties as well as a new dance class that is starting in May.

4.3 Online newsletter

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

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

In 2026, articles relating to Lightmoor Village included:

- January – You said, we did and event activities.
- February – You said, we did, visit from Telford MP and event activities
- March – You said we did, Great British Spring Clean, Oak Tree Community Centre promotion, Design Guides, invitation to help procure estate-related services and event activities.

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

5.Brand management and marketing (see Appendix B)

AIM: Make sure Lawley and Lightmoor branding is aligned with the BVT brand and reflects us as a values-driven charitable trust and deliver excellent marketing activities that support the wider delivery of our aims and corporate plan.

In Q1 of 2026, we supported the Estates & Stewardship Manager in the communication and marketing of activities taking place. This included:

Resident committee election

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

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

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

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

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

Communications Forum

In 2025 we launched a Communications Forum for residents but despite various promotions and initial interest, no one attended the meetings. In 2026 we are trialling a less formal way of engagement - a drop-in session. Each session will concentrate on a particular topic which will be published in advance. The first one is being held in April and will be asking residents' opinions on the communication they are sent about the stewardship charge. Any feedback will be used to improve the information that we issue every year.

6. Our public profile (Appendix C)

AIM: Create compelling messages and narratives that celebrate and share what we do and influence others, with a focus on demonstrating that we listen and respond to customers and respond to wider issues aligned to our values.

6.1 Media coverage During the first quarter of 2026, a news release was issued following a visit by BVT Trustee Alison McKittrick and Telford MP Shaun Davies to Squatters Cottage to meet ex-military personal who learn traditional woodwork skills while transitioning back into civilian life. This achieved press coverage in the Shropshire Star and Shropshire Live (see appendix C). In 2026 the CCO will continue to spot opportunities for media coverage and there are already plans to write press releases for the new usage of Cherry Tree House and events taking place for Love Parks Week.

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

6.2 Public relations As well as sharing Lightmoor Village news by securing media coverage, the CCO is always looking for ways to tell the 'stories' of the Lightmoor Village community. In Q1 this included several articles related to shops and community services.

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

6.3 Promoting Lightmoor Village's brand

In 2025, the CCO carried out research to understand what sets Lightmoor Village apart from other villages. This included speaking to residents about what they love most about living in Lightmoor. Feedback was gathered through face-to-face conversations, online responses, and input from colleagues. Desktop research also complemented research with residents.

The results showed three main USPs about living in Lightmoor Village that the CCO has used to develop three clear brand messages: These are:

- 1: The value of the parks and open spaces.
- 2: The ability to be involved and shape decisions.
- 3: A strong sense of community.

These findings are now being used to shape communications and activities, with the aim of promoting Lightmoor Village as a great place to live.

Activities planned for the year will include capitalising on Love Parks Week to showcase the amazing parks and open spaces in Lightmoor and promoting the role residents play in decision making through the development of videos with LVEMC.

Internal Communication

AIM: To support the delivery of regular, quality internal corporate communication that reaches all colleagues and encourages two-way communication and feedback.

The CCO regularly contributed to BVT's staff intranet and Staff Bulletin in Q1. This included:

- Lightmoor Village Community partnership in action (supporting resident in need with food parcels and Christmas gifts)
- General updates on staffing and colleagues getting involved in work with our partners, including Small Woods.
- The visit of BVT Trustee Alison McKittrick to Squatters Cottage.

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

For more details, see Appendix D.

7. Financial impact

All PR and communications activities have been costed for 2026 as part of the budget planning process.

Most communications carried out for Lightmoor Village 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 Lawley, 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

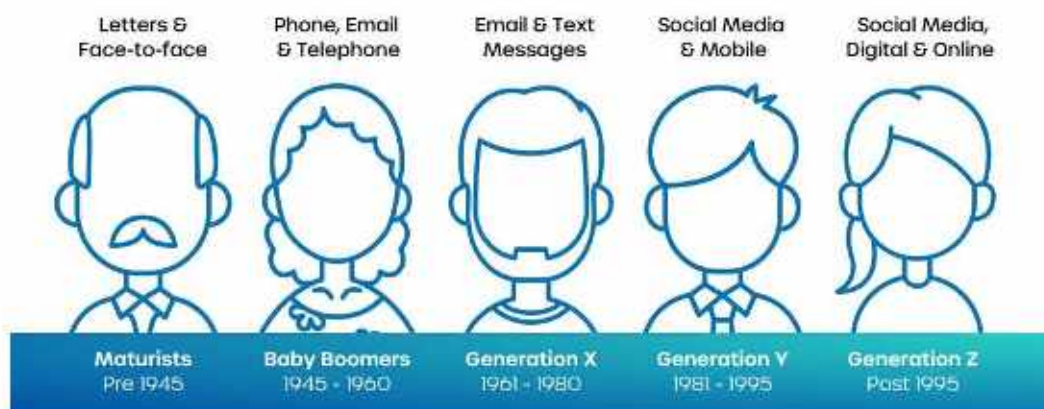
Our overall communications strategy supports the following objectives in our Diversity, Equality and Inclusion Policy.

- 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 Lightmoor Village residents fall into the Generation Y & Z categories (see below), which tend to be more digitally aware and able. However, there is also a care home located in Lightmoor Village, 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

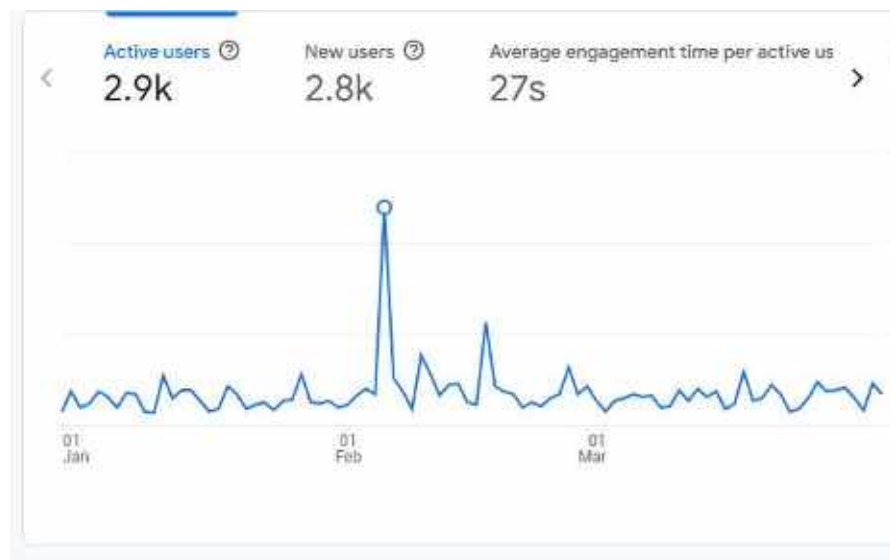
The report details the breath of communications and various methods used in Lightmoor Village and analyses the customer voice heard through these methods. This is achieved through website analysis and social media feedback. Providing timely and effective communications relating to Estates & Stewardship services and community engagement ensures residents are kept up to date with any service updates and opportunities to be part of a fully inclusive community.

Appendix A – Our digital communications offer

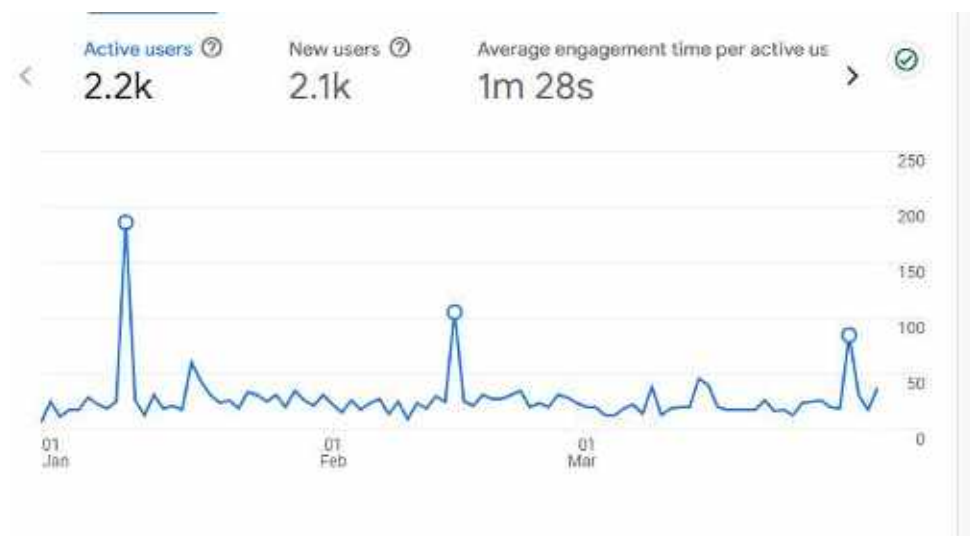
Website - Users

The graph illustrates the number of active users, during Q1 2026. Overall usage shows an increase compared with the same quarter of 2025 (2.9k v 2.2k). Aside from the home page, the events section remains the most frequently visited area, highlighting continued strong interest in the organisation's events and activities.

Website - Q1 2026



Website - Q1 2025



User acquisition

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

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

First user prim. channel group +		Total users	New users	Returning users	Average engagement time per active user	Engaged sessions per active user	Event count All events +	Key events All events +	User key All events
Total		2,881	2,787	300	27s	0.50	14,868	0.00	
		100% of total	100% of total	100% of total	Avg 0%	Avg 0%	100% of total		
1	Direct	1,013 (35.16%)	1,004 (36.02%)	26 (0.97%)	13s	0.20	4,280 (28.67%)	0.00 (-)	
2	Organic Search	881 (30.58%)	905 (32.47%)	160 (53.33%)	50s	0.76	5,943 (39.97%)	0.00 (-)	
3	Organic Social	699 (24.26%)	623 (22.35%)	61 (20.33%)	2s	0.37	2,762 (18.58%)	0.00 (-)	
4	Referral	266 (9.23%)	253 (9.08%)	53 (17.67%)	57s	1.00	1,891 (12.72%)	0.00 (-)	
5	Unassigned	2 (0.07%)	2 (0.07%)	0 (0%)	29s	1.00	9 (0.06%)	0.00 (-)	

Page views

The graph below shows the top 10 most visited pages during the first quarter of 2026. Residents continue to log on to see latest news and the Oak Tree Community Centre.

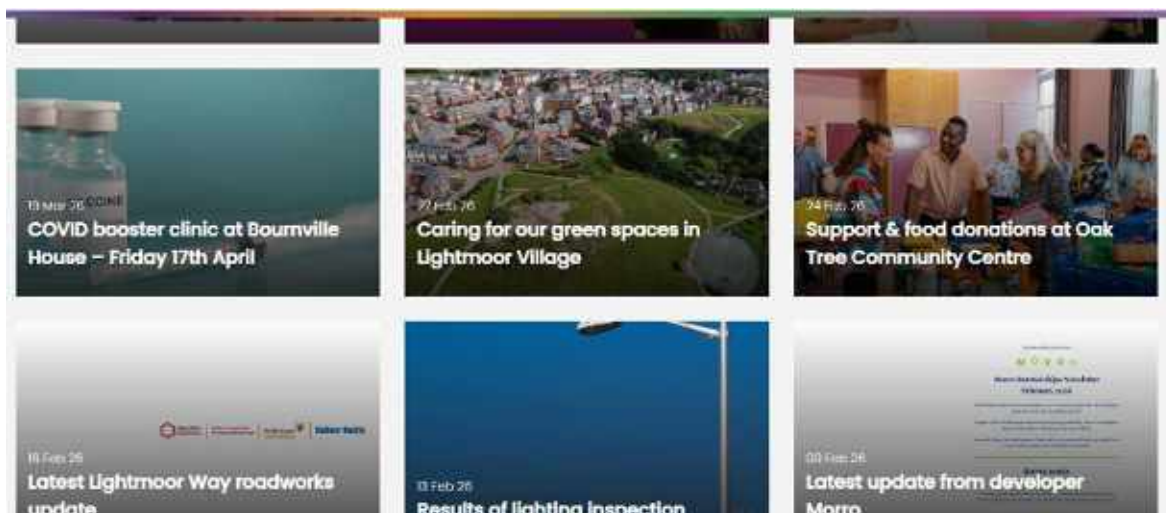
Page path and screen class +		Views	Active users	Views per active user	Average engagement time per active user	Event count All events +	Key events All events +	Total revenue
Total		5,447	2,851	1.91	27s	14,868	0.00	£0.00
		100% of total	100% of total	Avg 0%	Avg 0%	100% of total		
1	/	1,367 (25.1%)	1,001 (35.11%)	1.37	14s	4,036 (27.16%)	0.00 (-)	£0.00 (-)
2	/news/2026/2/16/latest-lightmoor-way-roadworks-update	357 (6.55%)	228 (8.03%)	1.56	5s	1,038 (6.98%)	0.00 (-)	£0.00 (-)
3	/blog/2026/02/05/at-the-heart-of-our-community-londis-to-become-budgens/	264 (4.85%)	246 (8.63%)	1.15	0s	844 (5.68%)	0.00 (-)	£0.00 (-)
4	/oak-tree-community-centre/	242 (4.44%)	162 (5.68%)	1.49	27s	889 (5.98%)	0.00 (-)	£0.00 (-)
5	/events	232 (4.26%)	85 (2.98%)	2.73	34s	432 (2.91%)	0.00 (-)	£0.00 (-)
6	/your-village/parks-open-spaces-and-play-areas	214 (3.93%)	160 (5.61%)	1.34	17s	676 (4.55%)	0.00 (-)	£0.00 (-)
7	/your-village/community-buildings/bournville-house	196 (3.6%)	141 (4.95%)	1.39	23s	658 (4.43%)	0.00 (-)	£0.00 (-)
8	/news	120 (2.2%)	49 (1.72%)	2.45	38s	167 (1.12%)	0.00 (-)	£0.00 (-)
9	/news/2024/10/21/welcome-to-lightmoor-italian	118 (2.17%)	93 (3.28%)	1.27	27s	404 (2.72%)	0.00 (-)	£0.00 (-)
10	/blog/2026/02/09/latest-update-from-developer-morro/	85 (1.56%)	79 (2.77%)	1.20	1s	318 (2.14%)	0.00 (-)	£0.00 (-)

News posts

Topics:

The Customer Communications Officer meets with the Estate & Stewardship Manager and Community Development & Partnership Officer monthly, which helps feed news for the website. During Q1, 11 news stories were published:

- Join us at the stewardship charge drop-in session
- Interested in joining our Communications Forum?
- Lightmoor Way update
- Shaun Davies MP visits Lightmoor Village
- At the heart of our community: Londis to become Budgens
- Latest update from developer Morro
- Results of lighting inspection
- Latest Lightmoor Way roadworks update
- Support & food donations at Oak Tree Community Centre
- Caring for our green spaces in Lightmoor Village
- COVID booster clinic at Bournville House
- Have your voice heard: Join a BVT Scrutiny Group
- Your community – Deb, your village-based hairdresser



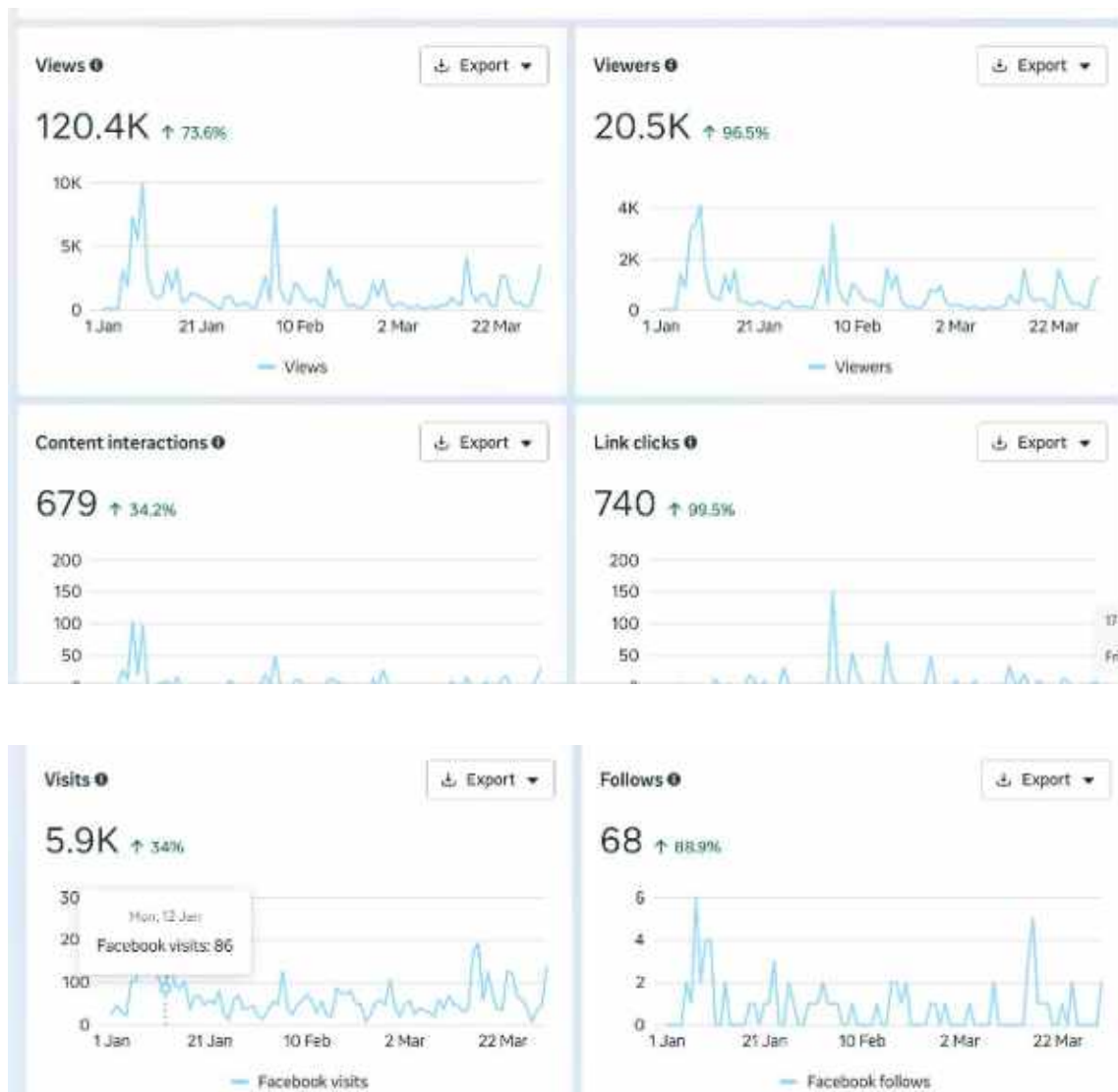
Events

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

- 1 x Stewardship charge drop-in session
- 2 x Estate date
- 1 x Pancake race (cancelled)
- 1 x Lighting inspection
- 2 x Police surgery
- 1 x green gang
- 1 x Discover Lightmoor Village
- 1 x Walk & Talk
- 2 x family hub drop in
- 1 x Bournville House Spring Fayre
- 1 x Great British Spring Clean
- 3 x CAB
- 1 x Easter trail

Social media

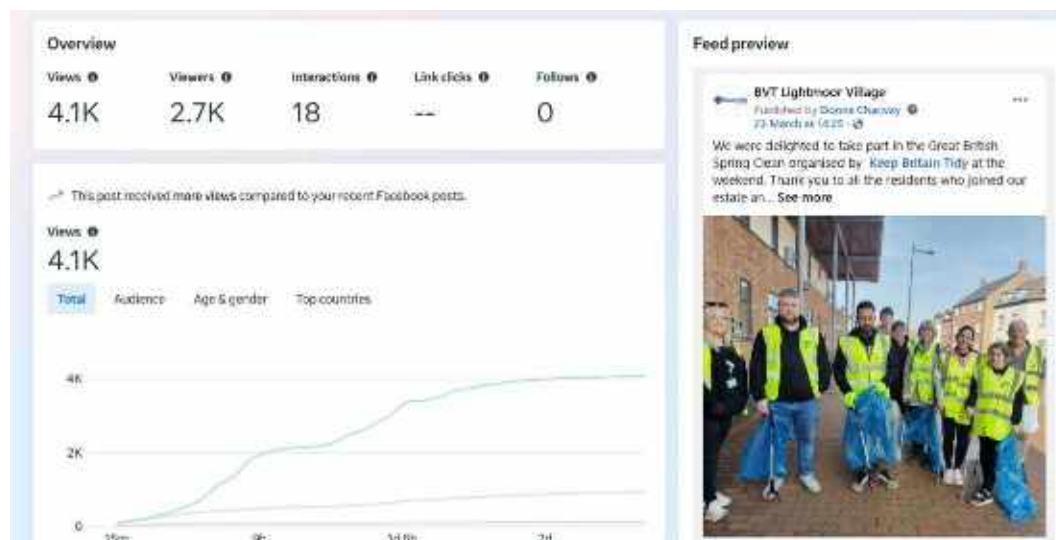
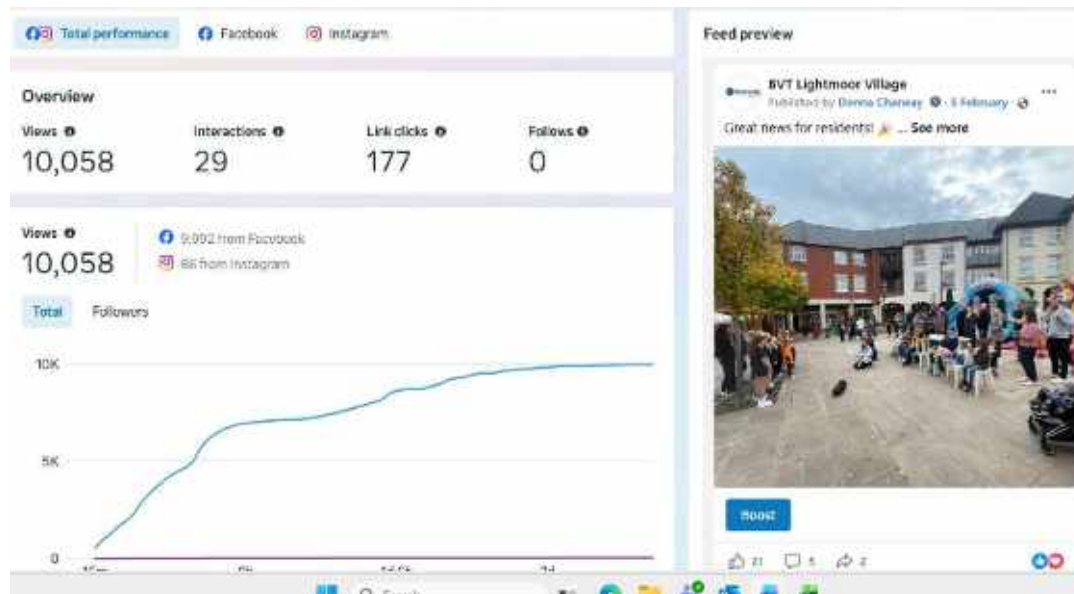
The Facebook analytics below compare the fourth quarter of 2025 to the first quarter of 2026. There was a large increase in views and link clicks. There were also 68 new followers on our page showing that Facebook remains a platform to engage with residents.



The most engaged posts are below; this shows the interest in both the services we provide and the community activities that take place. The CCO will continue to work with the E&S team to promote good news stories and share service updates.

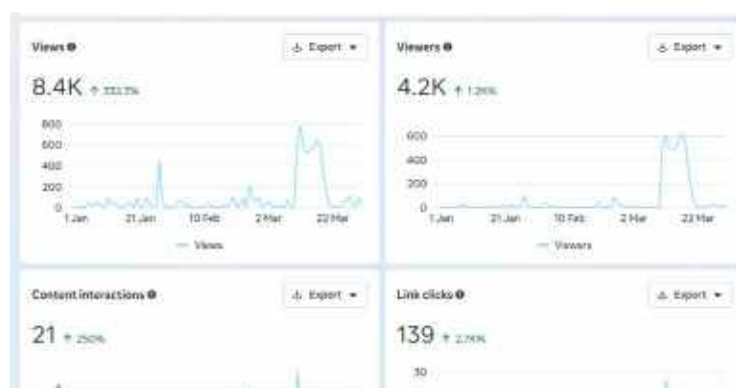


Announcement of change from Londis to Budgens

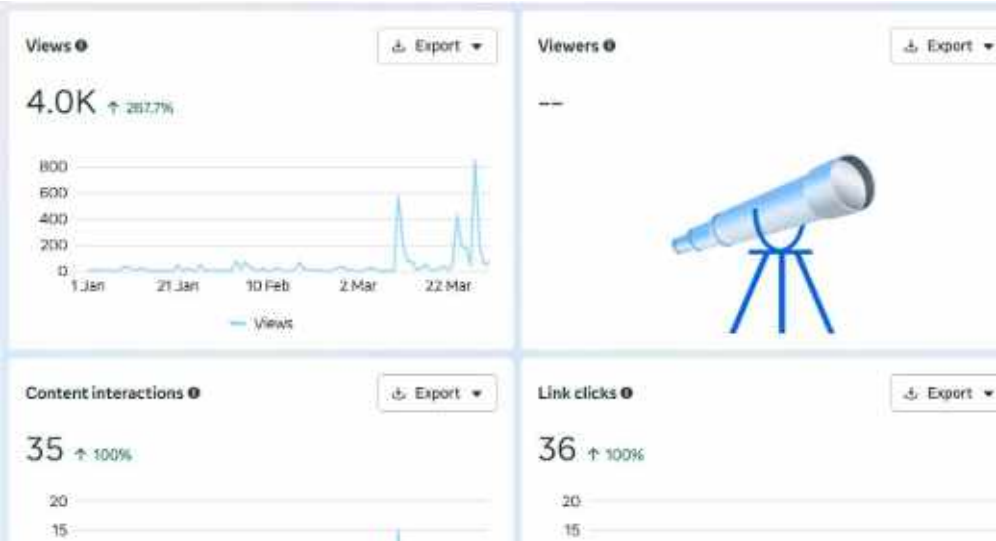


Oak Tree Community Centre: Traffic continues to grow to the Oak Tree Community Centre (Q1 2026 8.4k views v Q1 2025 4.0k). We like and share posts of partners using the centre as well as promoting the facilities of the centre.

Q1 2026



Q1 2025



Online newsletter

Many articles refer to communities across Birmingham and Telford but those below are specific to Lightmoor Village

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

For details about Lawley services, go to <https://bvtlawleyvillage.org.uk/your-home/about-estates-and-stewardship-services>.

Lightmoor Village
You said: "Our grit bins are not refilled because they were provided by the developers and haven't been adopted by you."
We did: We've now added all grit bins to our refilling programme and organised new grit bins for areas that will be handed over to us.

To keep up to date with Lightmoor Village activities, follow us on Facebook at <https://www.facebook.com/BVTLightmoorVillage>

[Visit the BVT Estates & Stewardship Services webpage](#)



Welcome to the February online newsletter.

In this month, we share highlights from events and activities across our Birmingham and Telford communities, along with information about our services and how to get involved.

[See what's on in Birmingham & Telford with BVT Estates & Stewardship Services](#)

Discover Oak Tree Community Centre

We manage the Oak Tree Community Centre in Lightmoor Village, a vibrant hub for the community. With rooms and facilities available to hire, the centre also hosts:

- Food parcel pick-up/drop-off, in partnership with Telford Crisis Support.
- A free lending library.
- Monthly visits from Family Hubs and Citizens Advice Bureau.
- A calendar of events throughout the year.

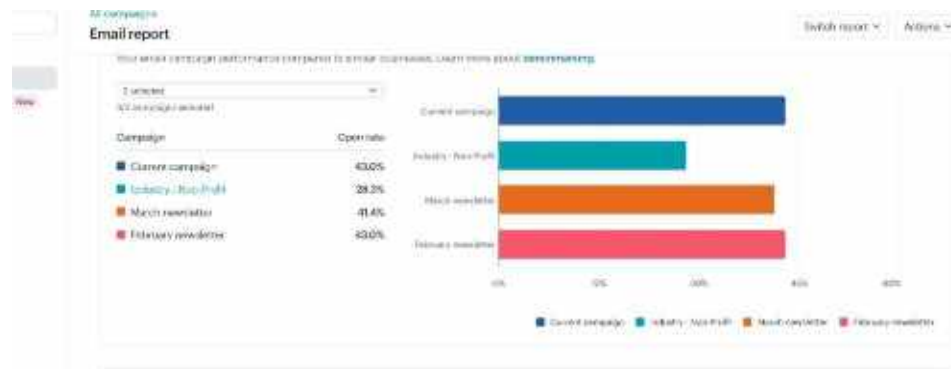
Book a room or find out more at <https://oak.tenonbooking.com/>

Lightmoor Village

Join our Estates and Stewardship team for this year's Easter Trail. Find the Easter bunny's home while enjoying a fun family walk through some of the village's beautiful areas, finishing with a chocolate treat. And best of all, it's free for all to join! Click the link below for details.

[Visit our Lightmoor Village website](#)

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



Appendix B

Taglines will be used in various communications to promote the brand of 'Lightmoor Village' based on the results of resident priorities.



LVEMC Elections

[Home](#)
[Your Village](#)
[Your home](#)
[About BVT](#)
[Events](#)
[News](#)

Lightmoor Village welcome pack

Meet the BVT Lightmoor team

Lightmoor Village Estate Management Committee

LVEMC Decisions 2020

Lightmoor Village Estate Management Committee Meetings

Get involved

Community buildings

Village maps

Parks, open spaces and play areas

Local contacts

What's responsible?

This year elections are taking place to join the Lightmoor Village Estate Management Committee:

The Committee work alongside our Lightmoor Village Estate and BVT working team to support, represent, and enhance your community. Together they help shape services, oversee budgets and make sure Lightmoor Village remains a great place to live.

[You can find more information about the committee here.](#)

Everything you need to know about the elections

Below is a guide to help you understand the election process:

- Who is eligible to stand?
- How to nominate yourself
- Important dates
- Drop-in sessions to meet current committee members and vote

[Nomination form](#)

[Who can join the committee?](#)

BVT Lightmoor Village
Published by Donna Chanway · 2 days ago ·

Want to know more about the resident-led Lightmoor Village Estate Management Committee? We're live on Facebook until 5pm and would love for you to join the conversation and ask your questions! or you can also pop along to the Oak Tree Community Centre to find out more in person.

Elections are coming up this year, and we're currently encouraging residents to nominate themselves to get involved and help shape the future of our community.

Get involved, have your say, and make a difference in Lightmoor Village!

Lightmoor Village Estate Management Committee · LVEMC

Appendix C



Small Woods
For immediate release
30 January 2020



Bournville
Village Trust

PRESS RELEASE

Local MP visits veterans project that is changing lives

Shaun Davies, MP for Telford, has visited a programme that provides veterans in Telford with the opportunity to learn traditional woodwork skills while supporting their transition back into civilian life.

Funded by the Veterans Foundation, the unique woodlands programme is led by Small Woods, the UK association for woodland stewardship and care, with support from charity Bournville Village Trust.

During the visit, Shaun Davies MP saw firsthand the positive impact the programme has for veterans, who attend the weekly sessions. The programme offers a supportive environment where veterans can connect with others who understand their experiences and learn new skills, including green woodworking – a form of woodwork that uses 'green' or unseasoned timber.



SHAPING [ig](#) [Facebook](#) [Twitter](#) [LinkedIn](#) [YouTube](#) [Open](#)

SHAPING [ig](#) [Facebook](#) [Twitter](#) [LinkedIn](#) [YouTube](#) [Open](#)

Shaun Davies, MP for Telford, has visited a programme that provides veterans in Telford with the opportunity to learn traditional woodwork skills while supporting their transition back into civilian life.

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[HOME](#) [NEWS](#) [ENTERTAINMENT](#) [BUSINESS](#) [FEATURES](#) [RADIO](#) [ADVERTISING](#) [CONTACT](#)

Telford MP visits veterans project that is changing lives

[Photo 1 of 1](#)
[Photo 2 of 1](#)

[Photo 3 of 1](#)
[Photo 4 of 1](#)

[Photo 5 of 1](#)
[Photo 6 of 1](#)

Shaun Davies, MP for Telford, has visited a programme that provides veterans in Telford with the opportunity to learn traditional woodwork skills while supporting their transition back into civilian life.



Appendix D

Examples of articles in BVT's Staff Bulletin and Intranet



News 02 Feb 2026

BVT Trustee Allison McKittrick visits veterans' woodland skills programme with Shaun Davies MP

👍 0 🗨️ 0 📌 0 ❤️ 2



News 03 Feb 2025

Trying something new: Aaron takes a turn on the shaving horse

👍 0 🗨️ 0 📌 0 ❤️ 1



News 19 Feb 2026

Residents get creative at Bournville House

👍 0 🗨️ 0 📌 0 ❤️ 0

Partnership work helps vulnerable customers

Just Christmas, many people were facing significant challenges, and some stepped up to provide support in a variety of ways.

In Lightson Village, the Lupton and Stewardship team worked closely with local organisations to help residents in need. One of those residents was Miss H, who Miss Hanning, Enterprise and Stewardship Manager, first got to know following flooding in the area. Miss H lives with extreme anxiety, which makes it difficult for her to spend so much people feel over time Miss H has built a strong and trusting relationship with her.

In December, Miss H told Miss Hanning she was extremely distressed. She had no food in the house and no means to buy Christmas food or presents for her family. They immediately took action. Thanks to Reford Crisis Support, an emergency food parcel was delivered. The very same day Miss H was then referred to Tyne Valley in the Helix Mothers team, who arranged a £500 food voucher to help ease some of the financial pressure.

Further support quickly followed: The Lupton and Stewardship Council arranged for a Christmas dinner for eight people delivered on Christmas Eve, 407 Reford United Foundation, who were running a hot drink, provided Christmas presents for the younger children. Miss H also had neighbours, and with no suitable gifts available, members of the Lupton team came together and bought a selection of gifts suitable for teenage girls, while Stewardship from the Birmingham Estates and Stewardship team also donated two bags of Christmas gifts to support families in need.

The team also ensured the children were able to play in the snow, which when they visited the village, Miss H was overjoyed with support and said she was so grateful she couldn't put it into words.

In addition to supporting Miss H and her family, our Lupton and Stewardship team partnered with the local school and six, Reford United to collect donations of parcel books. This resulted in 125 families being able to enjoy breakfast over the Christmas break.

Miss Hanning said: "It really wasn't just to us as an organisation that Miss H and her family were able to celebrate Christmas. It's only through our partnership working and building relationships that this is possible. This is the story of just one of the families supported by the Bourn House team."



ITEMS FOR NOTING

- Information Item

12. COMMERCIAL UPDATE

 Information Item

 VBR

 5 mins

Verbal update.

13. DEVELOPMENT REPORT

 Information Item

 RS

 5 mins

REFERENCES

Only PDFs are attached

 13. LVEMC Development Report Q1 2026.pdf

Lightmoor Village Estate Management Committee	
Date	19 th May 2026
Item 13	Lightmoor Village Development Update
Author	Rebecca Stevens Project Director



1. Purpose of Report

The purpose of this report is to update the Committee of work in the development of Lightmoor Village in Q1 2026.

2. Recommendation/s

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

3. Link to Strategic Aims and Objectives

1. **Place-shaping** - creating and maintaining distinctive, environmentally sustainable places.
2. **Community Building** – building strong and inclusive communities
3. **Championing People** – removing barriers and helping people to achieve their full potential
4. **Providing great homes** – providing homes and delivering great services

4. Financial Impact

The development of the Village is operated under the BVD Joint Venture (JV) budgets and does not directly impact the budgets managed by this Committee. There are long term potential impacts on the Stewardship Budgets, the numbers of properties developed affects the income and the open spaces developed affect the future management responsibilities costs and wear and tear models.

5. Value for Money Impact

The development of Lightmoor Village by the JV is compliant with the Value for Money Regulatory Standard and relevant procurement requirements.

6. Risk and Assurance Impact

This report has no impact on the risk register

7. Relevant Legislation and Regulation

Links to Regulator of Social Housing (RSH) Regulatory Standards

The development of Lightmoor Village is compliant with the Regulatory Standards:-

- Governance and Financial Viability (compliance with statute law and other matters)
- Tenancy Standard (strategic housing provision)
- Value for Money Standard
- Homes Standard (housing is constructed to the appropriate standard; BVT housing to a specification set by the Trust and compliant also with Life Time Homes).

Governance and Financial Viability Standard

2.2 Registered providers shall ensure that they manage their affairs with an appropriate degree of skill, independence, diligence, effectiveness, prudence and foresight.

2.5 Registered providers shall assess, manage, and where appropriate address risks to ensure the long-term viability of the registered provider, including ensuring that social housing assets are protected. Registered providers shall do so by:-

- (c) Before taking on new liabilities, ensuring that they understand and manage the likely impact on current and future business and regulatory compliance.

Compliance with relevant legislation

The development of Lightmoor Village is compliant with relevant legislation as regards planning and development control, building regulations, highways, sewers and utilities, ecology and wildlife management, and general environmental matters. The development also complies with relevant health and safety legislation, and with Construction Design Management Regulations.

8. Equality, Equite, Diversity & Inclusion Impact

Resident engagement takes place through Lightmoor Voice, Lightmoor Resident Committee and Telford Estates & Development Committee.

9. Customer Voice & Impact

Lightmoor Village Management Committee continue to be updated with progress relating to the completion of the village.

10. Report

This section of the report outlines the key development activity at Lightmoor Village.

The Paddocks

There are now only minor legal matters to resolve before the development is complete. Keepmoat have to date refused to move forward with the remedial work to the roads within the development and The Bache until such time that the JV complete their remedial work to the spine road. As work on the spine road has now completed the JV has approached Keepmoat to meet to discuss their strategy and timescales for completing the roads.

Following the recent change in staff at Keepmoat the progress meetings have now been resurrected to discuss the outstanding items. Keepmoat are currently showing a commitment to close out the items.

The Cropping Phase 2

The Joint Venture continues to put pressure on Morro via solicitors to complete all outstanding external works. This includes landscaping maintenance, groundwork, and completion of Woodlands Park.

Over the last 2 months there has been some progress in relation to closing out some of the items. However, 2 key members of Morro's project team will be leaving the business at the end of the month, and no communication has been received from Morro regarding replacements for the project. There is a risk that the momentum seen over the last 2 months will be lost whilst new members join the team.

The last update received from Morro regarding the park and drainage was that over the Easter break they had managed to locate the drainage connection which was in fact outside the boundary of the school. The drainage design is still being reviewed by the JV and their engineers prior to the connection being made. Morro are advising that the landscaping to the park will follow in the summer. However, it is felt that this will probably not be achieved by Morro if the drainage design has not yet been approved and it will be the wrong season for planting.

The car park is near completion of all remedial work, and a meeting has been scheduled with BVT grounds maintenance team to inspect with a view of taking handover. Although the car park is in use BVT have not formally signed to say it is complete and money is still being withheld until satisfactory completion.

The Woodlands

Work on phase 3 commenced in April 2025 which consists of 32 market sale houses. 16 of the 32 houses have been released for construction only up to roof/watertight completion until a sale is secured, except for the show homes. 14 of the houses are currently being worked on with 7 being held at watertight until a sale is secured and 6 have either completed or reserved.

Sales

At the time of writing the report 5 plots have legally completed. 2 plots reserved and 1 plot is due to complete in June.

At the beginning of the year there was a positive footfall to the show home resulting in 2 new reservations. Unfortunately following the start of the conflict in Iran confidence in the housing market has slowed and despite Morro having several marketing events over the Easter period they have struggled to secure any further reservations. This will obviously increase the risk that Morro will not be able to sell properties until resolution is sort with the conflict or for confidence in the housing market to return. Morro will provide further detail at the next JV Steering Group in June on the strategy going forward.

Highways & Drainage **Drainage**

Network 1 of the JV sewers which cover Lightmoor Way North and The Bache have now been formally adopted. This allows all other sewers owned by Developers to also move to adoption. In addition to this it means that remedial works to the roads owned by the JV in this area can now be completed with a view of being adopted.

Network 1 – JV Sewers



Remedial work to Network 2 sewers – Work has now been completed and inspected by Severn Trent. Formal paperwork confirming adoption is currently awaited.

Highways

Works to Lightmoor Way North and South have now completed. T&WC will now issue the legal notice advising that formal adoption will take place without the need for the 12 month maintenance period.

Formal engagement will now take place with developers which connect to the spine road as they will now be able to progress their adoptions once the JV roads have been adopted.

14. PROJECT MEETING UPDATE

 Information Item

 FH/JT

 5 mins

REFERENCES

Only PDFs are attached

 14. LVEMC Project Group 21st April 2026 (1).pdf

 14a. Election timetable update April 2026.pdf



**BOURNVILLE VILLAGE TRUST
LIGHTMOOR VILLAGE ESTATE MANAGEMENT COMMITTEE**

**Interim Business Meeting and Project Group Meeting of the
Lightmoor Village Estate Management Committee (LVEMC)
to be held on Tuesday 21st April 2026 at 6pm
at the Oak Tree Centre and Microsoft Teams**

001/26	INTRODUCTIONS AND APOLOGIES Members to declare interests with any items specifically on this agenda. PRESENT - Jordan Taylor (Chair) (JT), Pete Jones (PJ) (vice chair), Moci Wang (MW), Wendy Rhoden (WR), Louise MacLeod (LM), Hannah Morris (HM), Beth Taylor (BT), Fleur Hemming (FH), Richard Swain (note taker) ONLINE – Hannah Pryce (HP), Arthur Tsang (AT) (attendance at Interim Business meeting only) APOLOGIES - Tracey Rowe (TR) and Lousie MacLeod (LM) Rachel Davies (RD) did not give her apologies.	
002/26	DECLARATIONS OF INTEREST None were made.	
003/26	INTERIM BUSINESS MEETING HP presented the report There were 3 companies presented. BT asked if the previous company were included, HP said they were, and that learning had happened form previous elections. JT asked about emails and if they would be used. HP said they would. A discussion took place about collecting emails.	

	AT said a project was taking place at the moment with tenants but this hadn't moved to freeholders as yet. HP proposed that Organisation 3 is appointed to administer the elections in 2026 as they offered the best value for money overall for the Lightmoor Village elections, and the best discount if both the Lightmoor Village and Lawley elections go ahead. All committee members agreed unanimously with Organisation 3. The interim meeting closed at 6.25pm and HP and AT left the meeting.	
PROJECT GROUP MEETING		
ELECTION PROJECT PLAN		
FH presented the updated project plan and explained everything is going to plan. FB took place, but no questions were asked. A discussion took place on advertising more. FH agreed to do more with Donna.		FH
The meeting closed at 7:15pm		

Lawley and Lightmoor Village Committee timetable 2026

No.	Task	Who	Timetable/Deadline	Complete
1	Election announcement letter drafted and approved	DC/FH/MC	06/03/2026	
2	Up to date address lists created	FH	16/03/2026	Yes
3	Timetables to committee working group (LMC) and TOR review	FH/MC/TR/HP	10/03/2026 To be taken to March Project Group with Terms of Reference Review	Yes
4	Timetables to committee project group (LVEMC) and TOR review	FH/MC/TR/HP	17/03/2026 To be taken to March Working Group with Terms of Reference Review	Yes
5	Videos of existing committee members at working group/project group	DC/FH/MC	Lawley 10/03/2026 Lightmoor Village 17/03/2026	Yes
6	Announcement of elections on website/social media (chair & E&SM video and articles)	DC/FH/MC	23/03/2026	Yes
7	Election announcement letter to printing company	DC/FH/MC	23/03/2026	Yes
8	Videos of serving committee members	DC/FH/MC	Lawley 10/03/2026 Lightmoor Village 17/03/2026	Yes
9	Website pages written, approved and uploaded	DC/FH/MC	written and waiting for approval	Yes
10	Nominations open	DC/FH/MC	30/03/2026	Yes
11	Drop-ins/Facebook live Lightmoor Village 5-6pm	DC/FH	14/04/2026	Yes
12	Drop-ins/Facebook Live Lawley TBC	DC/MC	21.4.26	
14	Interim Meeting LMC - Approval of election company	HP	14/04/2026	
15	Interim Meeting LVEMC - Approval of election company	HP	21/04/2026	
16	Series of posts around diversity and finding members of the community to represent as many as possible	DC	Throughout nomination period	
17	Nominations close	DC/FH/MC	05/05/2026	
18	Nominee info to external electoral company	DC/FH/MC	15/05/2026	
19	Ballot opens	DC/FH/MC	w/c 01/06/2026	
20	Ballot closed	DC/FH/MC	21/06/2026	
21	Letter to inform residents of elected members and new committee	DC/FH/MC	TBC	
22	Website updated with new bios and photos as required	DC/FH/MC	TBC	
23	Approval of new members at July working group (LMC) (Interim formal meeting) Meet the new members	DC/MC/HP/TR	Lawley 10/07/2026 Lightmoor Village 14/07/2026	
24	Approval of new members at July working group (LVEMC) (Interim formal meeting) Meet the new members			

15. MEETING PLANNER

 Information Item

 FH

 7:00PM

REFERENCES

Only PDFs are attached



15. LVEMC Meeting Plan 2026.pdf

Agenda Item 15

Lightmoor Village Estate Management Committee

LVEMC Meeting Plan 2026

19th May 2026



Lightmoor Village Estate Management Committee 2026

Date of meeting	Agenda Item/Project	Lead	Outcome
10th February 2026			
Quarter 4 Committee Meeting			
1.	Introductions and Apologies	Chair	Complete
2.	Declarations of Interest	Chair	Non to declare
3.	Minutes	Chair	Deferred to next meeting
4.	Outstanding Actions	Chair	Complete
	Items For Decision		
5.	Alteration Application Appeals	Estates & Stewardship Manager	Non to discuss
	Items for Discussion		
6.	Key Performance Indicators	Estates & Stewardship Manager	Discussed and complete
7.	Estates And Stewardship Report	Estates & Stewardship Manager	Discussed and complete
8.	Quarterly Financial Reports	Estates & Stewardship Manager	Discussed and complete
9.	Community Development & Partnerships Report	Estates & Stewardship Manager	Discussed and complete
10.	Communications Report	Customer Communications Officer	Discussed and complete
	Items For Noting		
12.	Lightmoor Village Commercial Update	Commercial Property Manager	Noted
13.	Lightmoor Village Development Update	Development Director	Noted
14.	Committee Project Group Meeting Update	Chair	Noted
15.	Meeting Plan 2026	Estates & Stewardship Manager	Noted
16.	Sharing With Lightmoor Village Residents	Chair / Estates & Stewardship Manager	Noted
17.	Any Other Business	Chair	Noted

18.	Date Of Next Meeting	Chair	Noted
17th March 2026 Project Group Meeting			
	Terms of Reference Review	Head of Governance	Discussed
	Elections 2026	Estates & Stewardship Manager	Discussed
	2026 Projects Update	Estates & Stewardship Manager	Discussed
21st April 2026 Formal Meeting (30 mins) Project Group Meeting			
	Formal Meeting (30 mins) Approval Electoral Company for elections.	Head of Governance	Discussed and agreed.
	Elections 2026	Estates & Stewardship Manager	Discussed
	2026 Projects Update	Estates & Stewardship Manager	Discussed
19th May 2026 Quarter 1 Committee			
1.	Introductions and Apologies	Chair	
2.	Declarations of Interest	Chair	
3.	Minutes	Chair	
4.	Outstanding Actions	Chair	
	Items For Decision		
5.	Alteration Application Appeals	Estates & Stewardship Manager	
	Items for Discussion		
6.	Key Performance Indicators	Estates & Stewardship Manager	
7.	Estates And Stewardship Report	Estates & Stewardship Manager	

Agenda Item 15

Lightmoor Village Estate Management Committee

LVEMC Meeting Plan 2026

19th May 2026



8.	Quarterly Financial Reports	Estates & Stewardship Manager
9.	Community Development & Partnerships Report	Estates & Stewardship Manager
10.	Communications Report	Customer Communications Officer
Items For Noting		
11.	Lightmoor Village Commercial Update	Commercial Property Manager
12.	Lightmoor Village Development Update	Development Director
13.	Committee Project Group Meeting Update	Chair
14.	Meeting Plan 2026	Estates & Stewardship Manager
15.	Sharing With Lightmoor Village Residents	Chair / Estates & Stewardship Manager
16.	Any Other Business	Chair
17.	Date Of Next Meeting	Chair
16th June 2026 Project Group Meeting		
	Elections 2026	Estates & Stewardship Manager
	2026 Projects Update	Estates & Stewardship Manager
14th July 2026 Formal Meeting (30 mins) Project Group Meeting		
	Approve newly elected Committee members	Head of Governance
	Welcome newly elected Committee members	Estates & Stewardship Manager
	2026 Projects Update	Estates & Stewardship Manager

Agenda Item 15
 Lightmoor Village Estate Management Committee
 LVEMC Meeting Plan 2026
 19th May 2026



8 th September 2026 Quarter 2 Committee		
1.	Introductions and Apologies	Chair
2.	Declarations of Interest	Chair
3.	Minutes	Chair
4.	Outstanding Actions	Chair
Items For Decision		
5.	Alteration Application Appeals	Estates & Stewardship Manager
Items for Discussion		
6.	Key Performance Indicators	Estates & Stewardship Manager
7.	Estates And Stewardship Report	Estates & Stewardship Manager
8.	Quarterly Financial Reports	Estates & Stewardship Manager
9.	Community Development & Partnerships Report	Estates & Stewardship Manager
10.	Communications Report	Customer Communications Officer
Items For Noting		
11.	Lightmoor Village Commercial Update	Commercial Property Manager
12.	Lightmoor Village Development Update	Development Director
13.	Committee Project Group Meeting Update	Chair
14.	Meeting Plan 2026	Estates & Stewardship Manager
15.	Sharing With Lightmoor Village Residents	Chair / Estates & Stewardship Manager
16.	Any Other Business	Chair
17.	Date Of Next Meeting	Chair
20 th October 2026 Project Group		

Budgets		Head of Estates & Stewardship Estate & Stewardship Manager
	2026 Projects Update	Estates & Stewardship Manager
17th November 2026 Quarter 3 Committee		
1.	Introductions and Apologies	Chair
2.	Declarations of Interest	Chair
3.	Minutes	Chair
4.	Outstanding Actions	Chair
Items For Decision		
5.	Alteration Application Appeals	Estates & Stewardship Manager
6.	Budget 2027	Head of Estates & Stewardship
7.	Dates for 2027 Meetings	Estates & Stewardship Manager
Items for Discussion		
8.	Key Performance Indicators	Estates & Stewardship Manager
9.	Estates And Stewardship Report	Estates & Stewardship Manager
10.	Quarterly Financial Reports	Estates & Stewardship Manager
11.	Community Development & Partnerships Report	Estates & Stewardship Manager
12.	Communications Report	Customer Communications Officer
Items For Noting		
13.	Lightmoor Village Commercial Update	Commercial Property Manager
14.	Lightmoor Village Development Update	Development Director

Agenda Item 15
 Lightmoor Village Estate Management Committee
 LVEMC Meeting Plan 2026
 19th May 2026



15.	Committee Project Group Meeting Update	Chair	
16.	Meeting Plan 2026	Estates & Stewardship Manager	
17.	Sharing With Lightmoor Village Residents	Chair / Estates & Stewardship Manager	
18.	Any Other Business	Chair	
19.	Date Of Next Meeting	Chair	
15th December 2026 Project Group			
	2027 Service Improvement Planning	Head of Estates & Stewardship Estate & Stewardship Manager	