

Lawley Village Survey Results



Working on behalf of Chargepayers

Working with residents

Last year all residents were asked to participate in a survey about Lawley Village. The survey was undertaken by Acuity, an independent company.

Questions were asked about the role of Bournville Village Trust Stewardship Services, the Lawley Village Developer Group (LVDG) and other related stakeholders, such as Telford & Wrekin Council (TWC), Lawley and Overdale Parish Council (LOPC) and the Lawley Village Community Association (LVCA).



Bournville Village Trust (BVT) have worked alongside residents at the Lawley Village Community Association (LVCA) to look at the resulting data, and how issues can be resolved by working together with stakeholders.

This document shows how Bournville Village Trust (BVT) and the Lawley Village Community Association (LVCA) will work together and with other stakeholders to resolve issues.

What we have found

- » 417 Lawley residents completed the survey, at the time of the survey this was around 25% of Lawley Village residents.
- » In summary the survey found that most residents are happy with Lawley Village as a place to live and most of those are also satisfied with the standard and finish of their new home.
- » Residents like that Lawley Village is close to the shops, is in a good location, has a sense of community and like their neighbours.
- » However, some satisfaction levels are low in relation to parking, roads and traffic and green spaces.
- » For BVT's services, value for money of the Community Charge and the services provided are a concern for residents.



What are Bournville Village Trust doing with the results?

Parking, Roads and Traffic

The biggest parking and traffic issues concerning residents are with the areas around Lawley Square and Birchfield Way.

From 31st January 2020 Telford and Wrekin Council have taken control of Traffic Enforcement throughout Telford. BVT and the LVCA will work with Council Officers to look at the issues in these areas.

Some residents mentioned traffic concerns outside Lawley Primary School. Telford and Wrekin Council, alongside funding from Lawley and Overdale Parish Council, funded a crossing point, installation of speed indicator devices and the establishment of a school safety zone. This being monitored by the school and Council.

Following an agreement between the Highways department at Telford & Wrekin Council and the Developers, the design of the bollards in Lawley Square have been changed. Now the installation of the bollards have been completed, the adoption of Lawley Square has taken place and is now in the ownership of the Council.

Traffic along the Dawley Road was also a concern. Telford and Wrekin Council did some work on this during the summer, including repairs pathways and reducing the speed limit. In partnership with Lawley and Overdale Parish Council, Telford and Wrekin Council will install a raised crossing point near to St Johns Church and Village Drive early in 2020.

For other localised areas, BVT will be looking at how we communicate with residents on how we can deal with parking and when to involve other stakeholders such as the Council or police.

All phases in Lawley Village have differences and are built in distinct character areas. BVT will work with the LVCA to add a section to the Design Guide about different phases. For example some phases are all courtyard parking, some on street and others have specified parking spaces at their homes. Some areas such as phase 6, may need a parking survey to better understand parking issues.

Residents also expressed concerns regarding the grass verge along Dawley Road / Wall Close as residents were bumping the kerb damaging the grass verge, BVT reported this to the developers who discussed this with the Council who found a plan showing knee railing should have been installed, this has now been installed resolving this issue.



Many residents are concerned about roads be unfinished.

This is particularly frustrating for residents. BVT and the LVCA will work with TWC officers and the Lawley Village Developer Group to look how we can better communicate timescales for completion with residents.

Green Spaces

Some residents are unsure of who looks after the green spaces in Lawley Village, and some would like to see more green space.

BVT understand that this can be frustrating for residents. The LVDG are currently working on a map that shows who is responsible for all the areas of Lawley Village, this will be communicated to residents once it is available.

BVT is currently working with the LVDG on the green spaces that need to be handed over to either BVT or to TWC.

Lawley Village has many wonderful green spaces and parks and play areas, we recognise that residents that are new to the area may not know where these areas are. BVT will work with the LVCA to produce a map that can be shared with residents and included in welcome packs and welcome meetings.

Residents were concerned with the time it was taking for the handover process of areas such as communal courtyards from the developers to BVT, as there was a void period in which the areas were becoming dilapidated, to resolve this BVT have asked that rather than the developers waiting to complete all courtyards, we will snag courtyards as soon as they are ready meaning we can take the area into our management quicker and can maintain to the standards BVT would expect.

Recently the walls and steps had become damaged near to the park at Smallhill Road.

BVT worked with the LVDG to get this rectified so this area can be handed over to BVT in the future.



Litter

Some residents have concerns about the amount of litter, especially in Lawley Square.

Lawley Square is managed by other management companies. BVT will talk to them about the frequency of collections and how this can be communicated.

Bins in play areas are emptied by Telford & Wrekin Council and work well.

In other areas of Lawley Village Bournville Village Landscapes operatives do regular litter picks, schedules will be added to the BVT Lawley Village website.

Builders rubbish can create large amounts of litter especially in areas where they are currently building. If there are any issues with this BVT report directly to the relevant developer to resolve.

Community Charge and BVT Services

Residents have concerns with understanding the Community Charge that they pay to Bournville Stewardship Services, how the charge is formed and if it is value for money for the services provided.

BVT are listening to residents and plans are underway to review the whole of Stewardship Services in Lawley Village, including the Community Charge in early 2020. BVT will be working closely with residents at the LVCA to do this, however all Lawley Village residents are invited to be part of this process.

If you would like more information about Lawley Village Community Association or being part of reviewing Stewardship Services please contact Fleur Hemming, Stewardship Manager, on 01952 898524 or email, FleurHemming@bvt.org.uk

